*Tele*Eye

Central Monitoring Station CMS-01

(CMD-030 / CMD-100 / CM-CS01 / CM-VV01)

User Manual

TeleEye
www.TeleEye.com

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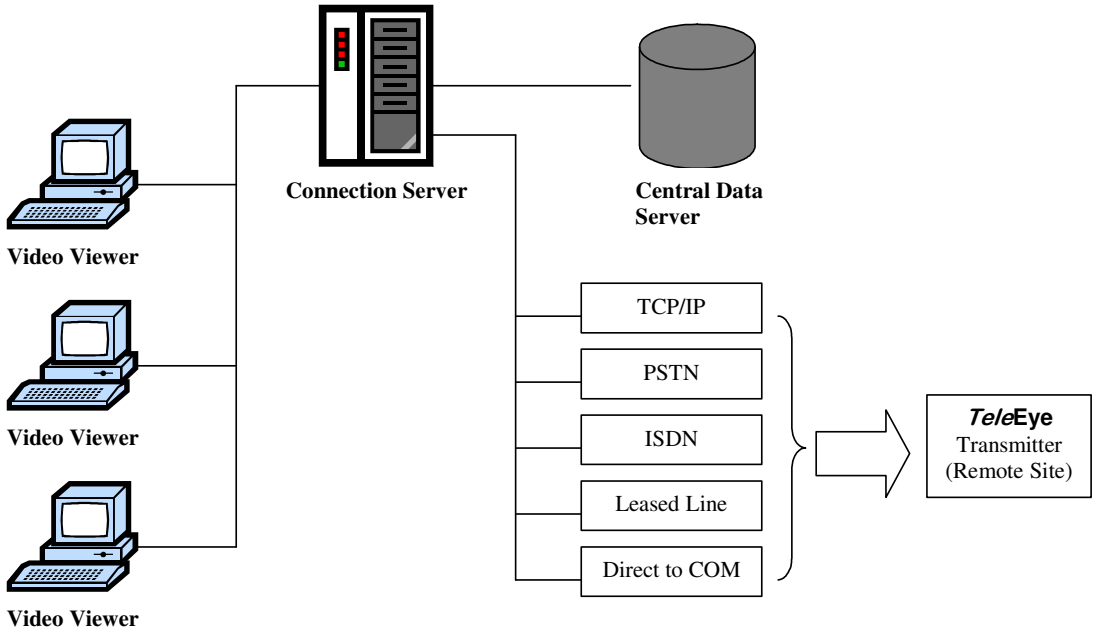
1 Introduction

Welcome to ***Tele*Eye Central Monitoring Station**. This software suite is designed to be running on **Alarm Centre** that is responsible for remote monitoring with ***Tele*Eye Video Transmitter**.

The software consists of **Central Data Server, Connection Server** program and **Video Viewer** program. The following diagram shows the common configuration of ***Tele*Eye Central Monitoring Station** on the **Local Area Network (LAN)** environment.



The **Connection Server** manages transmitter connections such as **TCP/IP**, **PSTN**, **ISDN**, **Leased Line** and **Direct to COM** that are shared among all **Video Viewers** on the network. When an operator makes connection to transmitter using **Video Viewer**, they need to login to the system by providing **User ID** and **Password**. All operations are logged into the **Central Data Server**.

The **Connection Server** provides central recording facility. Video and audio data are recorded when transmitter is connected. The operator can retrieve recordings using **Video Viewer**.

The following information is stored in the **Central Data Server**:

- User and Group Account

- Customer Account
- Site Information
- Patrol Schedule
- System Logs

*1.1 Features of Tele*Eye *Central Monitoring Station*

***Tele*Eye Central Monitoring Station** has the following features:

- Connection up to 8 ***Tele*Eye** transmitters
- TCP/IP, PSTN modem, ISDN Terminal Adapter, Leased Line Modem and Direct to COM connection
- Video and audio recording
- Video playback and searching
- Event handling
- User and group account management
- Customer account management
- Site information management
- Electronic patrol
- Centralized events logging and audit trail
- Video backup
- Portable player for backup video playback

1.2 System Requirements

Connection Server

Processor:	Pentium IV 1.5 GHz or higher
Memory:	256 MB RAM
Hard Disk:	Minimum 1 GB free disk space
Drive:	CD-ROM drive
Operating System:	Windows 2000/XP
Display:	800 x 600 pixels, 24-bit color
Network:	10/100 Mbps

Video Viewer

Processor:	Pentium III 866 MHz or higher
Memory:	128 MB RAM
Hard Disk:	Minimum 512 MB free disk space
Drive:	CD-ROM drive
Operating System:	Windows 2000/XP
Display:	1024 x 768 pixels, 24-bit color
Network:	10/100 Mbps
Audio:	16-bit audio sound card

1.3 Manual Convention

{ } : Represent Windows panel name

[ ] : Represent Windows icon or button name

: Special note for user

: Reference for user

: Next step

** : Special Remark

: Key to press or special emphasis placed on a figure.

2 Getting Started with *Tele*Eye Central Monitoring Station

The package of ***Tele*Eye Central Monitoring Station (CMS-01)** contains the following items:

1. **Central Data Server (CMD-030 & CMD-100)**
2. **Connection Server (CM-CS01)**
3. **Video Viewer (CM-VV01)**

Depending on your requested license, **Connection Server** has come with license of **30 (CMD-030)** or **100 (CMD-100)** sites.

*2.1 Installing Tele*Eye *Central Monitoring Station*

To install ***Tele*Eye Central Monitoring Station** onto your computer, follow the steps below:

- Insert disc into CD-ROM drive and a menu will be displayed. If you cannot see the menu, your computer has been disabled Auto Run capability. You can double-click on CD-ROM drive icon in My Computer.

- Select an item and click on OK button to install.

- The installation program is launched. Please follow on screen instructions to complete the installation.

- Note that Connection Server program requires you to enter serial number for the installation. You can find the serial number on the disc.

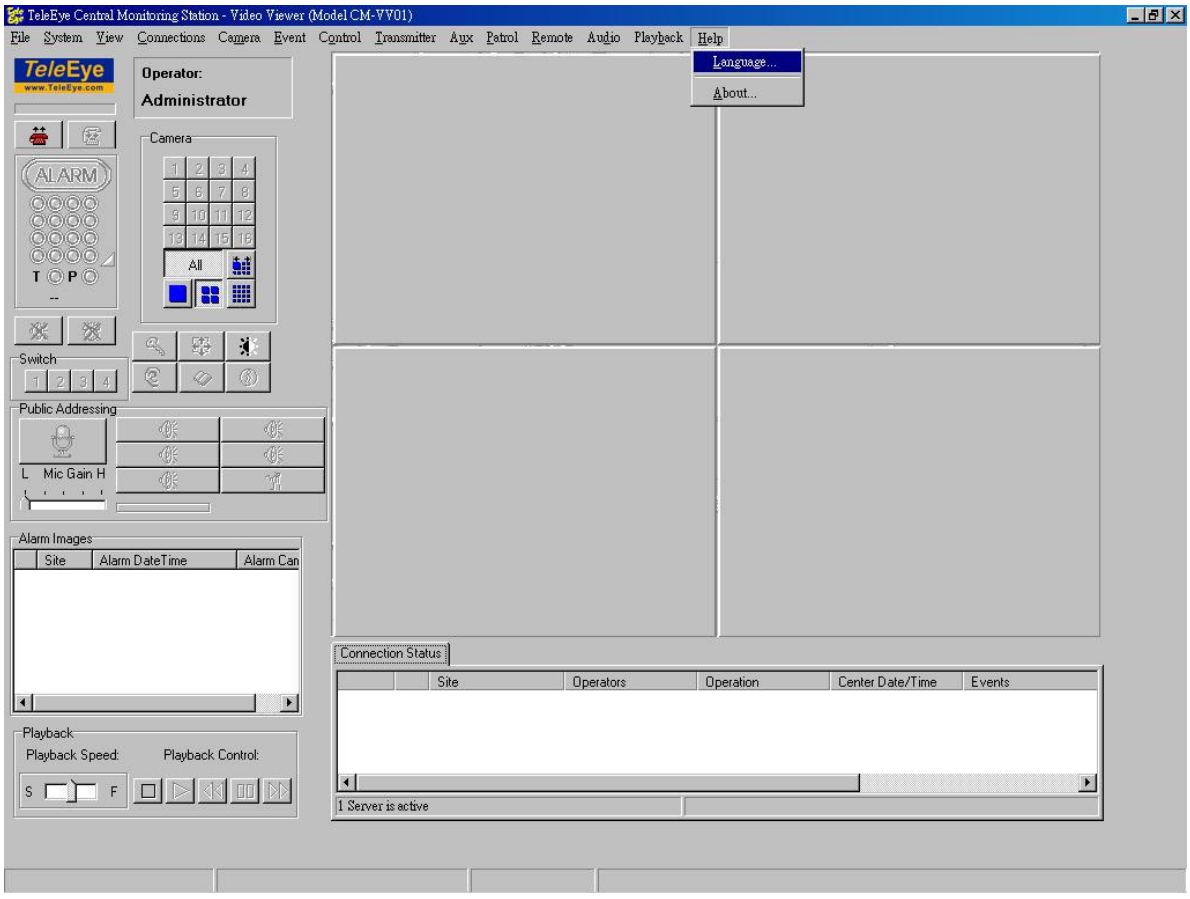
- If you want to configure multiple viewers in your network, you should install Video Viewer program to each computer.

2.2 Multi-language setting

***Tele*Eye RX** transmitter supports Multi-language. The default setting of language is English.

Language Setting Procedure :

Step 1 : Click **[Help]** → **[Language]** option on the **{Main Panel}**



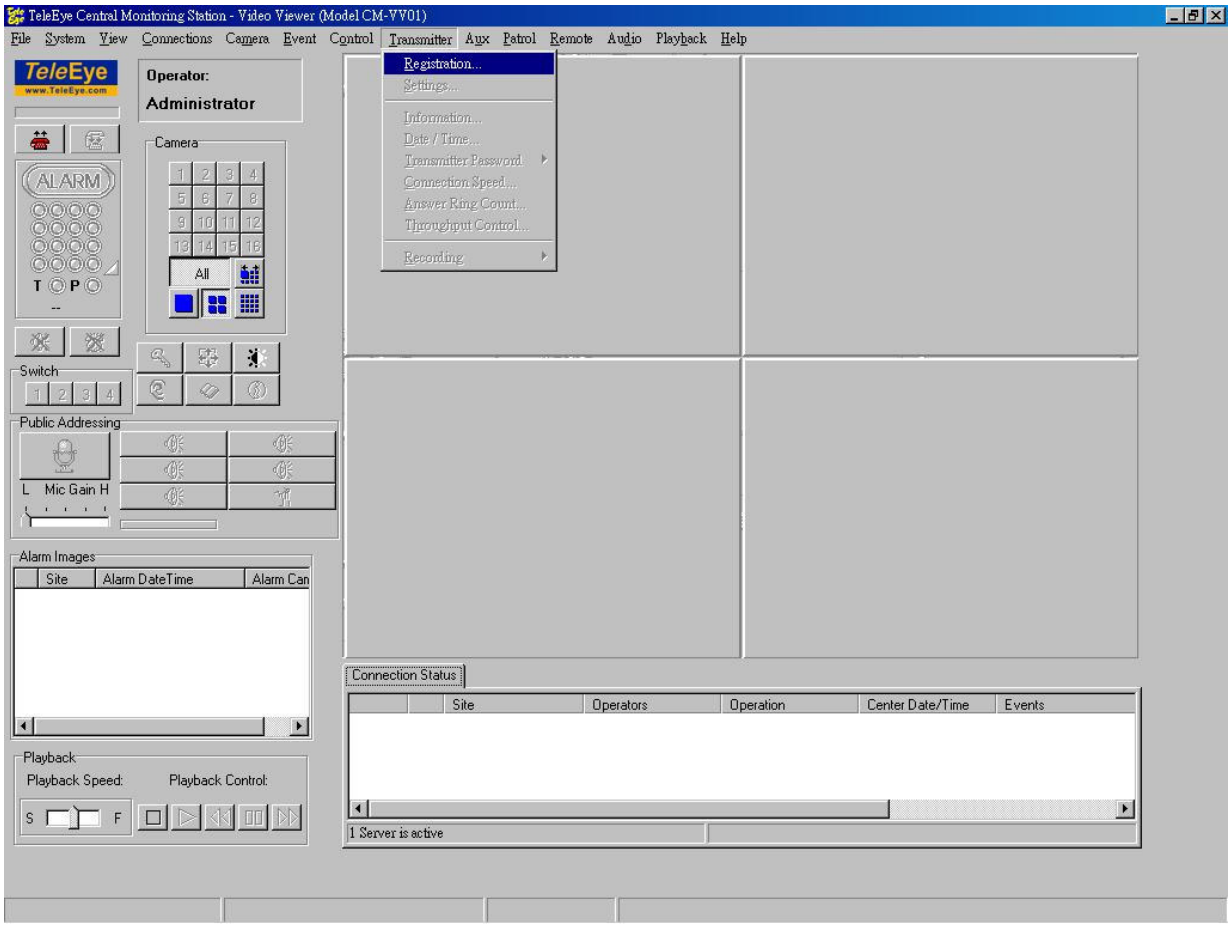
Step 2 : **{Select Language}** panel pop up. Choose language in the combo box button **[Language]**

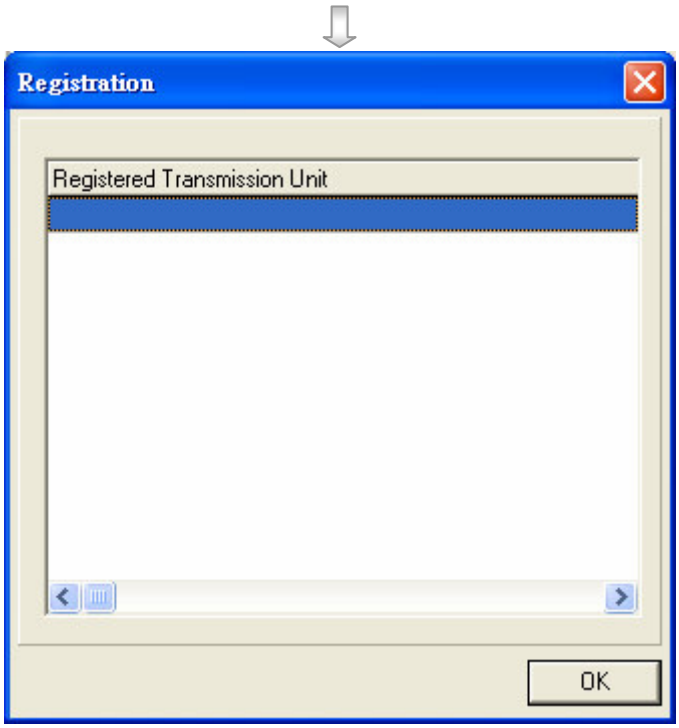
*2.3 Registration Record for Tele*Eye *RX Video Transmitter*

***Tele*Eye RX** transmitter supports registration checking function in order to prevent illegal access from other PC. By default, registration checking function is disabled, but it is **highly recommended** to do the transmitter registration after the installation of ***Tele*Eye CMS**.

Review of Transmitter Registration Record Procedure :

Step 1 : Click **[Transmitter]** → **[Registration]** option on the **{Main Panel}**





Step 2 : **{Registration}** panel pops up.

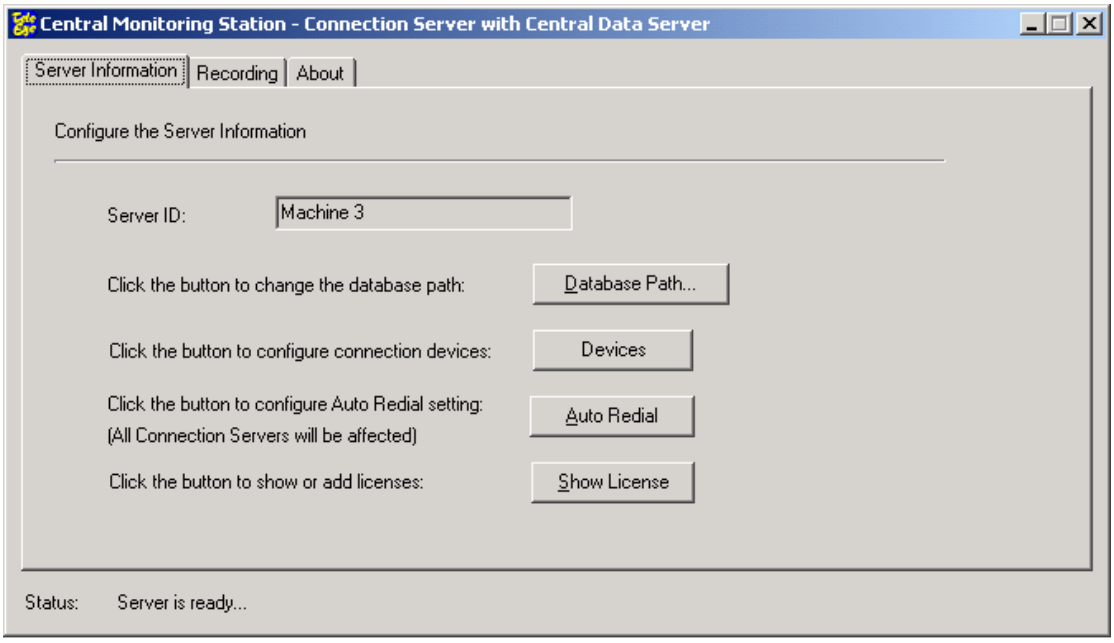
There is no registration record exists when the user first time launch the Video Viewer.

For detail of registering ***Tele*Eye *RX*** *Video Transmitter, please refer to Section 5.3 Adding A New Customer's Site and Registering* ***Tele*Eye *RX*** *Video Transmitter*

3 Configuring *Tele*Eye Central Monitoring Station

After you have installed ***Tele*Eye Central Monitoring Station** onto your computer, you should have first time configuration before use.

The shortcut of **Connection Server** program has been placed in **Startup** program group. The program runs automatically when your computer starts up. The following dialog box is the main screen of **Connection Server**.



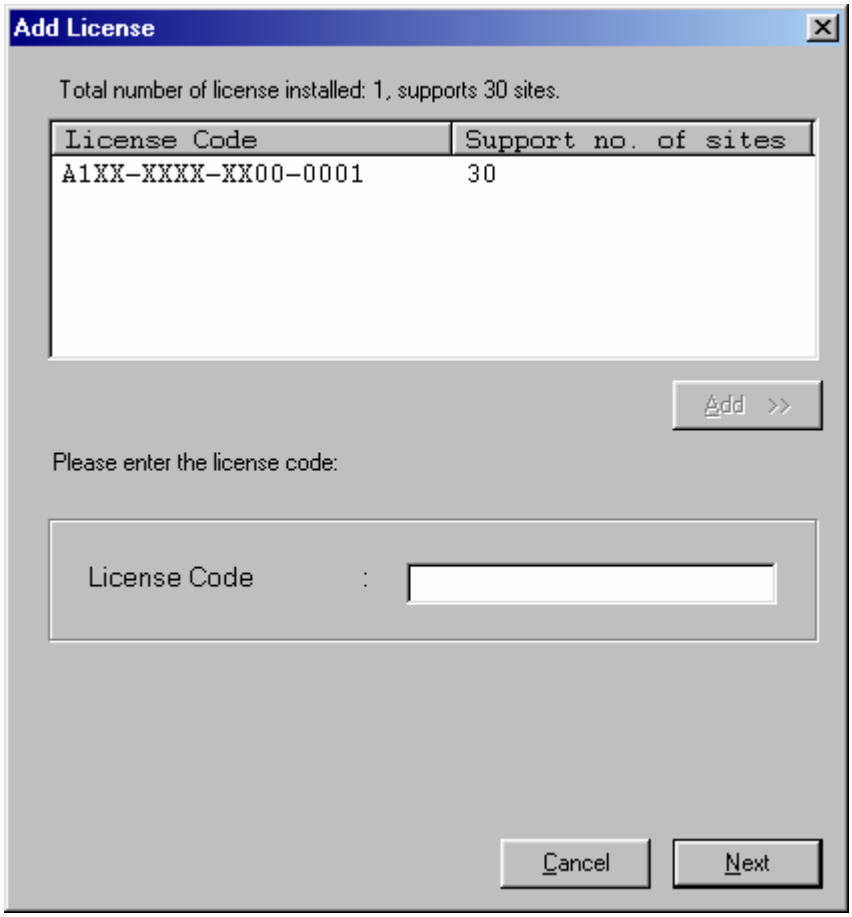
In this section, you will perform following tasks for first time configuration:

- Registering Your Copy of Connection Server Program
- Setting Up Database Path
- Assigning A Server ID
- Setting Up Device Manager
- Setting Up Recording Partition

3.1 Registering Your Copy of Connection Server Program

You are required to register your copy of **Connection Server** program. The program will prompt you to enter **registration code** for your first time running. Please go to http://www.TeleEye.com for the registration details.

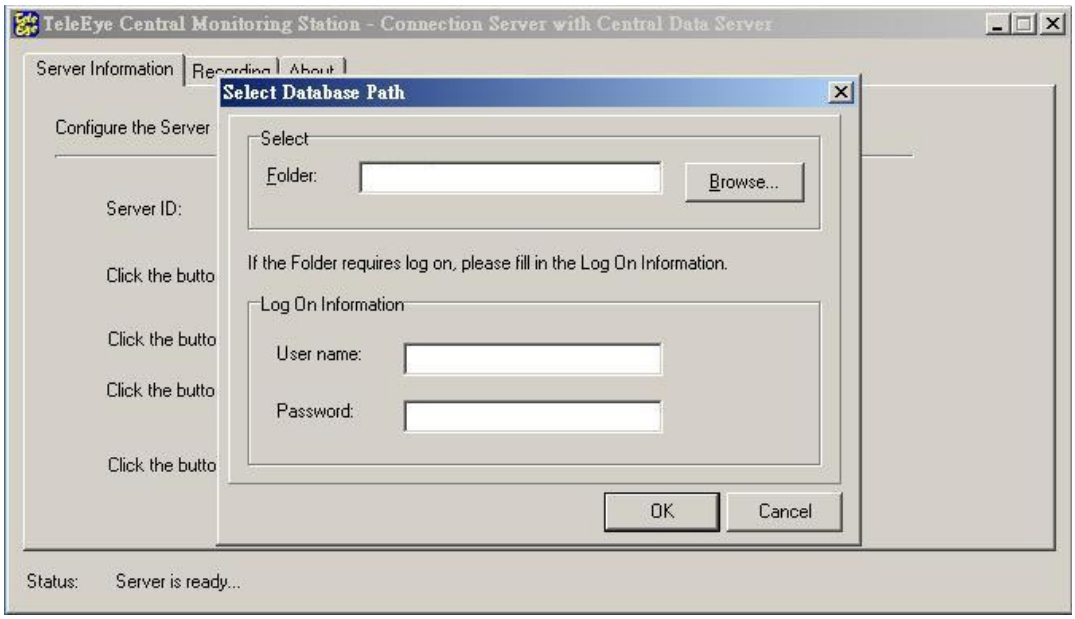
Connection Server comes with license of **30** or **100** sites. To add more licenses, click on **[Show License]** button in **[Server Information]** tab.



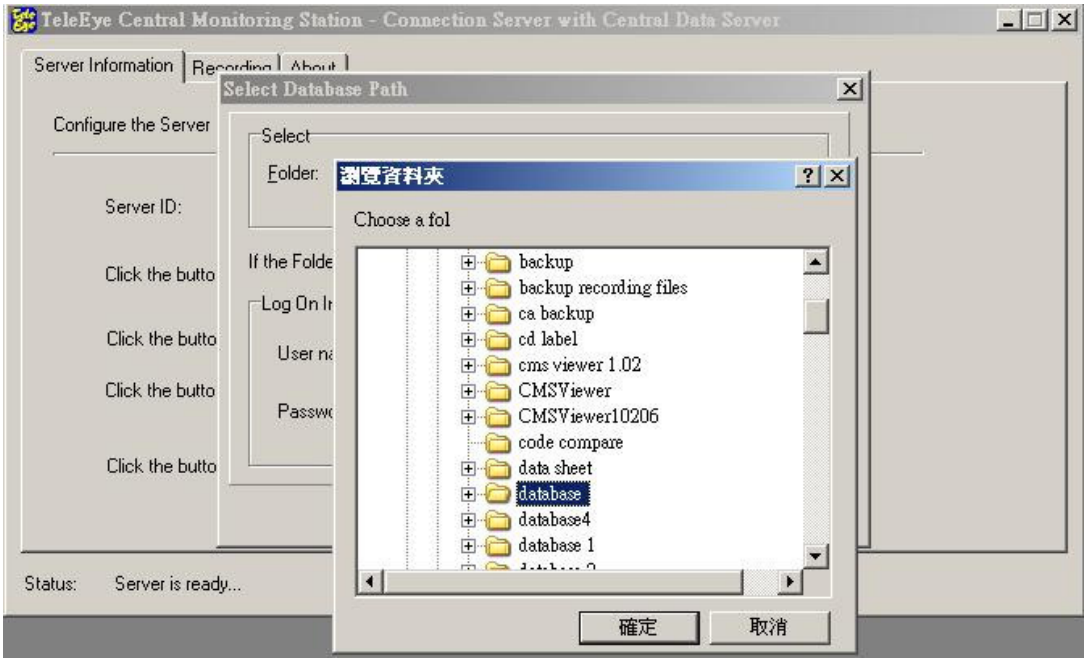
Enter new **[License Code (Serial No)]** to the space provided and it will show **Authorization Code**. To get the **Registration Code** for your license, please go to http://www.TeleEye.com for registration details.

3.2 Setting Up Database Path

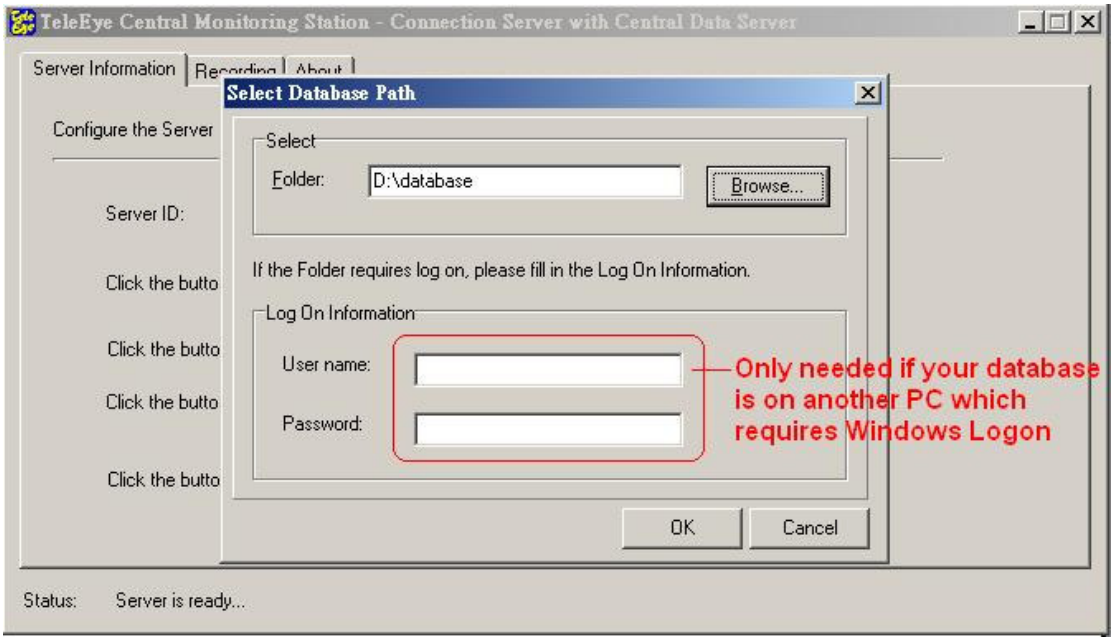
For the first time setup, it will prompt you to enter database path for storing database files.



The first thing you have to do is to manually create a folder in your PC to store the database files. For example, if you want your database files to be stored in **D:\database**. Please go to Windows Explorer to manually create a folder **database** in **D:\.** Next click **[Browse]** to choose your desired path:



Then click OK. If your database path is on another PC and that PC requires Windows logon procedures, please enter the Username and Password for logging on to that PC too. Otherwise, just leave it blank.



Remember the CMS Server and CMS Viewer must select the **SAME** database path in order for them to communicate!!

To modify the database path in server, follow the steps below:

1. Click on **[Database Path]** button in **[Server Information]** tab.

2. Enter administrator login ID and password. For the first time setup, enter **"administrator"** as login ID and **"000000"** as password. A dialog box will be displayed.

3. You can enter your local folder or share folder for the database path. Click on **[Browse…]** button to select folder.

4. Click on **[OK]** button to confirm the changes. You need to restart server program manually.

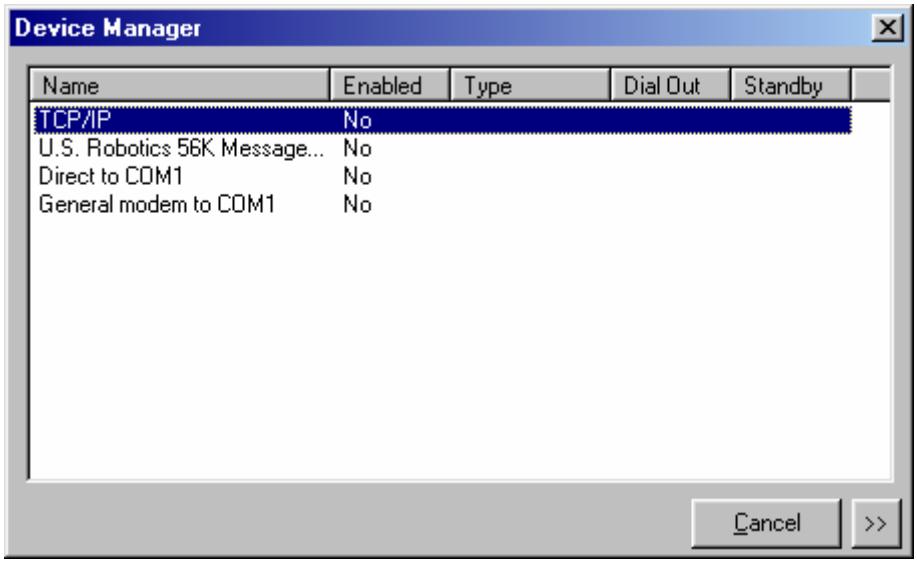
☞ *If you are using multiple viewers on your network, your local folder should be shared with read/write permission.*

3.3 Assigning A Server Name

For the first time setup, it will prompt you to enter a name for your server. The **[Server Name]** is used to identify different servers on the network. The **[Server Name]** cannot be changed after you have assigned it.

3.4 Setting Up Device Manager

Choose **[Server Information]** tab, click on **[Devices]** button to start **{Device Manager}**. It will show a list of connection devices available on the system.

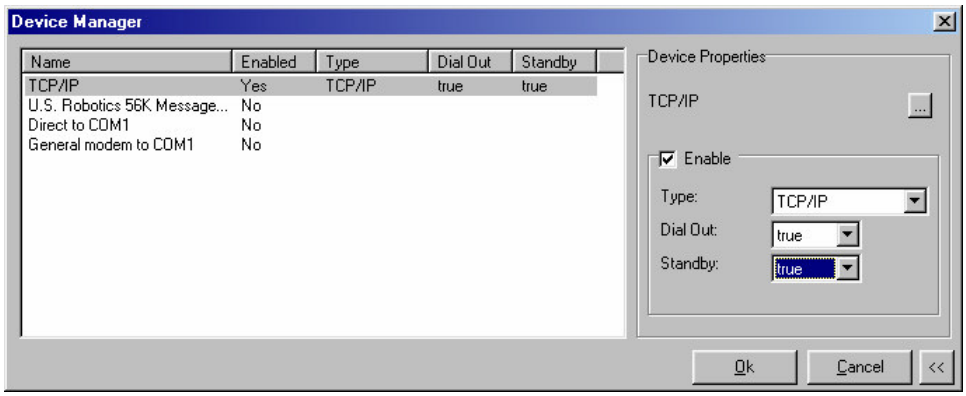


Currently, the system supports **TCP/IP**, **PSTN Modem**, **ISDN Modem**, **Lease Line Modem** and **Null Modem (Direct to COM port)**.

To modify device properties, follow the steps below:

1. Double-click on one of the devices from the list or click on **>>** button. It will prompt you to enter administrator user ID and password. For the first time setup, enter **"administrator"** as login ID and **"000000"** as password.

2. You can change the **Device Type**, **Dial Out** and **Standby** properties on the right. Click on **[OK]** button to confirm the changes.



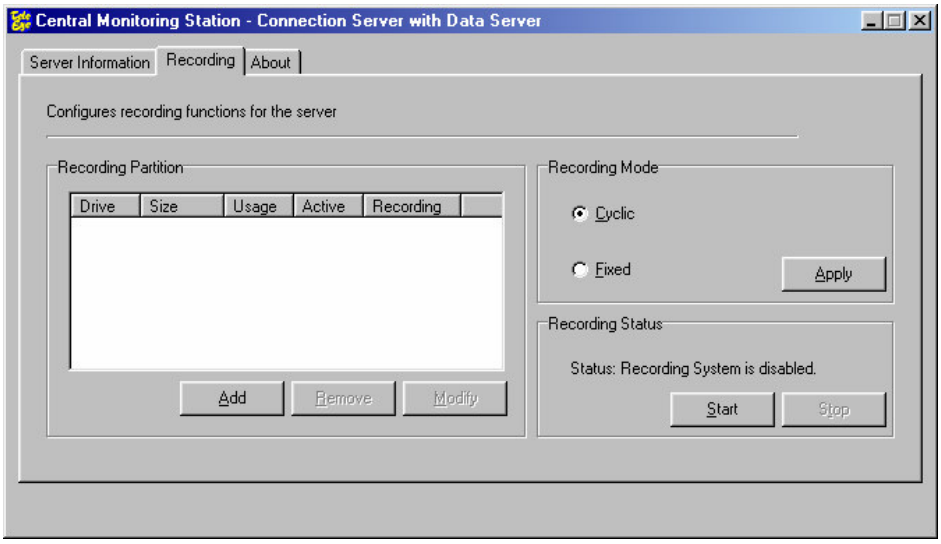
☞ *Depending on connection type of transmitter, you should enable one of the devices in the system so that you can use it for connection.*

3.5 Setting Up Recording Partition

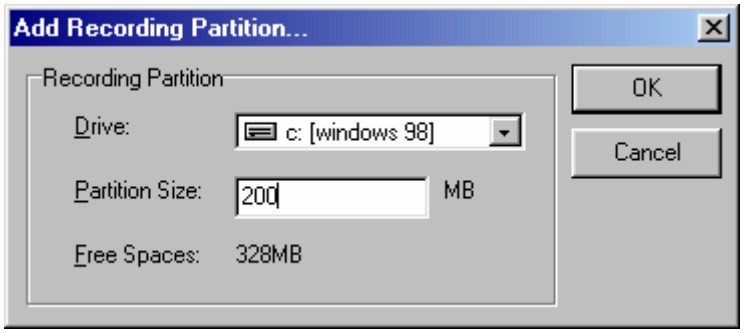
Connection Server program provides central video recording. To enable server video recording, you should setup disk spaces for recording partition.

To add a new recording partition, follow the steps below:

1. In **[Recording]** tab, make sure that recording status is displayed as **"Recording system is disabled"**. You can stop recording system by clicking on **[Stop]** button.



2. Click on **[Add]** button and dialog box will be displayed. Select disk **[Drive]** from the list and enter your desired **[Partition Size]**. The partition size should be at least **200 MB**. **Please note that there should be only one recording partition for your disk drive**. You will get a warning if you add a second partition to the same disk drive.

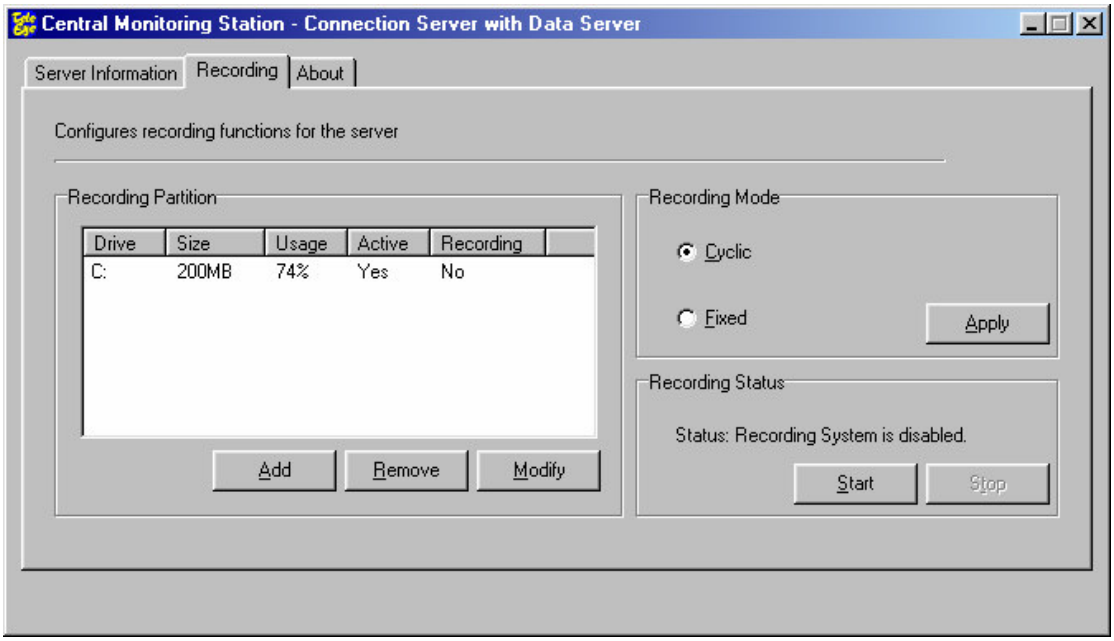


3. Click on **[OK]** button to confirm the changes.

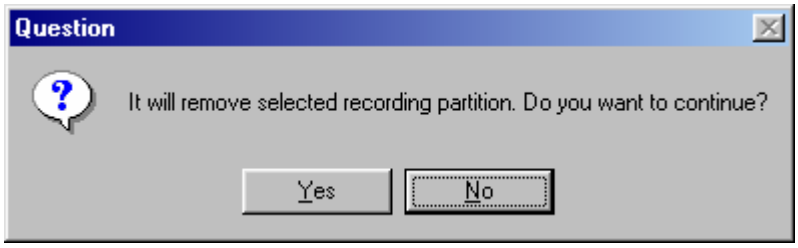
4. Please remember to activate recording system by clicking on **[Start]** button.

To remove an existing recording partition, follow the steps below:

1. Make sure that you have stopped the recording system.



2. Select one of the recording partitions from the list. Click on **[Remove]** button. The following dialog box will be displayed.



3. Click on **[Yes]** button to remove recording partition. If you want to remove existing recording files, click on **[Yes]** button.

Please remember to activate recording system by clicking on **[Start]** button.

4 Administrating User and Group Accounts

***Tele*Eye Central Monitoring Station** supports multi-user environment. To allow a user to operate the software, you must add a user account and assign it to the group. The software comes with default **administrator** user account with password **"000000"** for your first time setup.

When you add the user account to the system, it must belong to an existing group. For example, **administrator** user account belongs to **ADMINISTRATORS** group. You can create a group and assign it with control rights and access rights.

User account also has the same control rights and access rights when it is assigned to the group.

In this section, you will learn the followings:

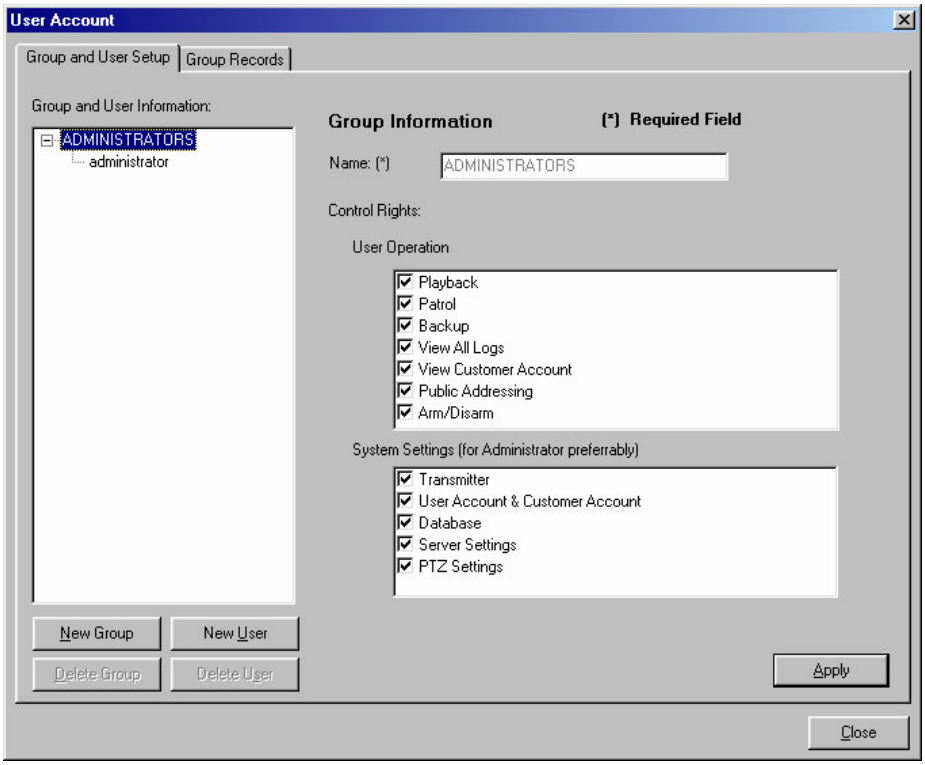
- Adding A New Group
- Removing An Existing Group
- Assigning Control Rights To Group
- Assigning Access Rights To Group
- Adding A New User
- Removing An Existing User

4.1 Adding A New Group

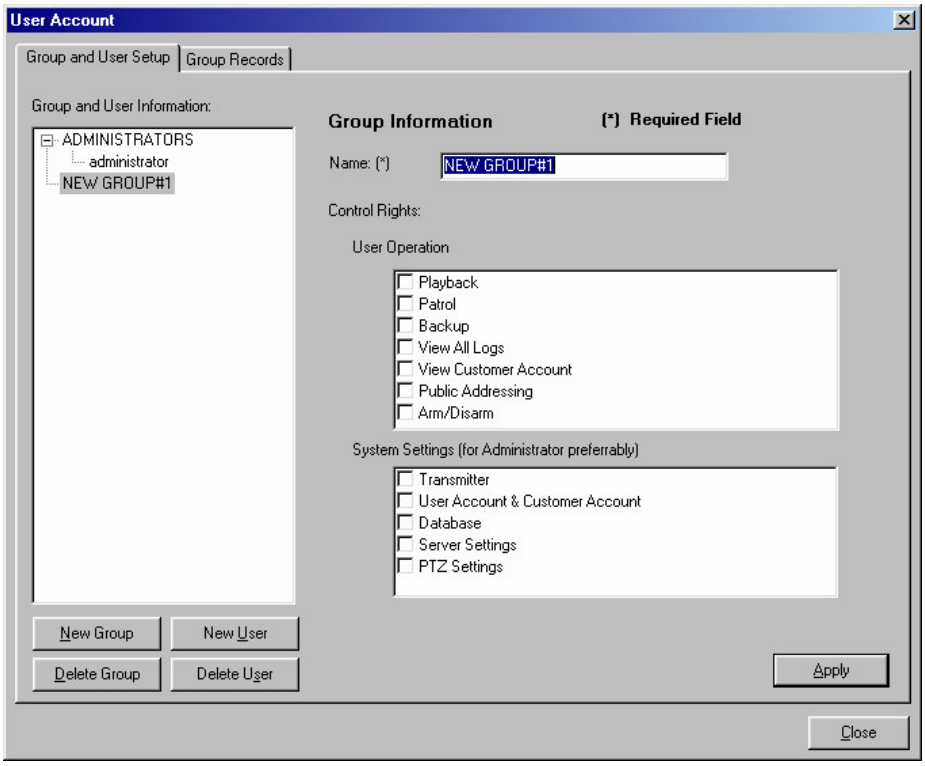
To add a new group to system, follow the steps below:

1. Starts **Video Viewer** from program group and login your user account as **administrator**.

2. Select **[System] → [User Account]** from **{Main Panel}**. The following dialog box will be displayed.



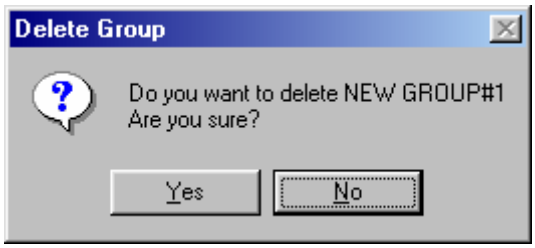
3. Click on **[New Group]** button. A new group with temporary name **"NEW GROUP#1"** will be created.



4. Enter a new group name if you want to change the default group name. Click on **[Apply]** button to update the settings.

4.2 Removing An Existing Group

To remove an existing group, select a group from the list and click on **[Delete Group]** button. It will ask you to confirm the removal, click on **[Yes]** button to delete the group.



4.3 Assigning Control Rights To Group

To assign control rights to a group, follow the steps below:

1. Select a group from the list. It will show you control rights that are assigned to the group.

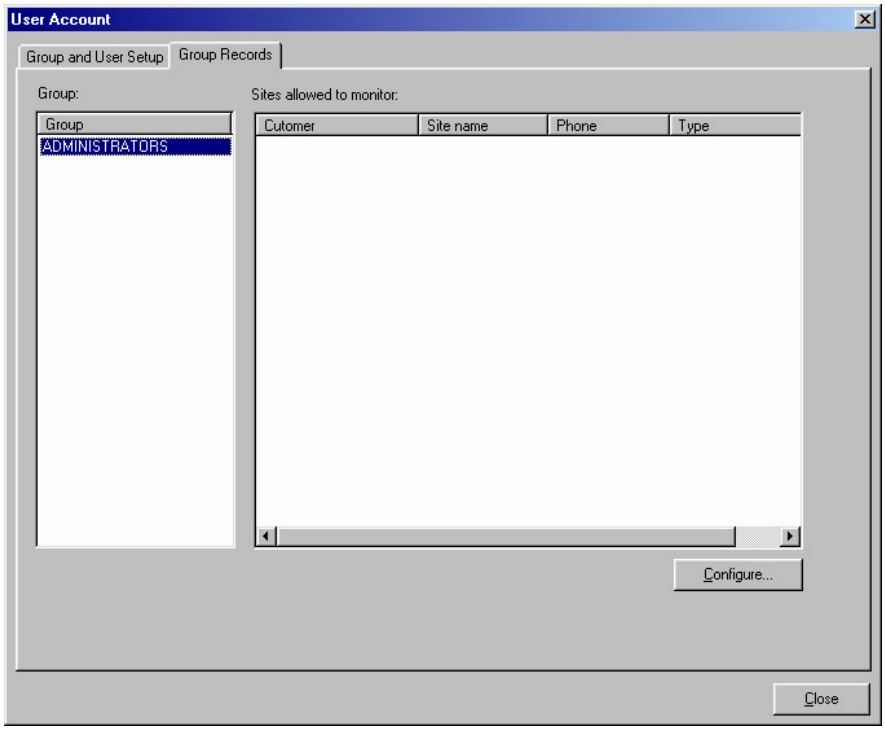
2. There are two types of control rights: **[User Operation]** and **[System Settings]**. Check a option to enable one of the control rights

3. Click on **[Apply]** button to update the settings.

4.4 Assigning Access Rights To Group

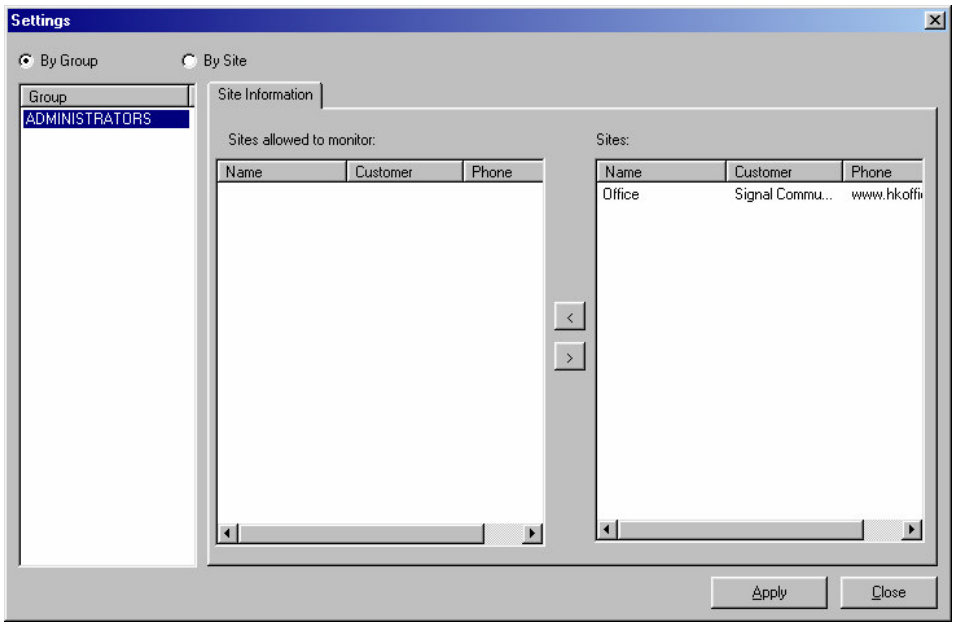
To assign access rights to the group, follow the steps below:

1. Click on **[Group Records]** tab and it will show a list of groups.



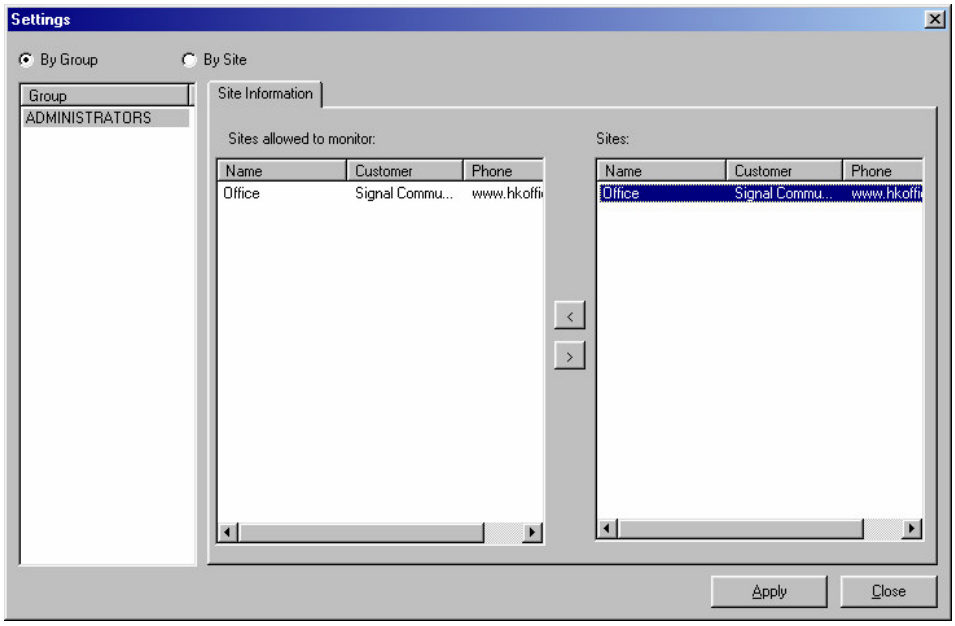
2. Select one of the groups. You will see a list of sites that are allowed to monitor if you have previously assigned them to the group.

3. To assign a site to the group, click on **[Configure…]** button. The following dialog box will be displayed.



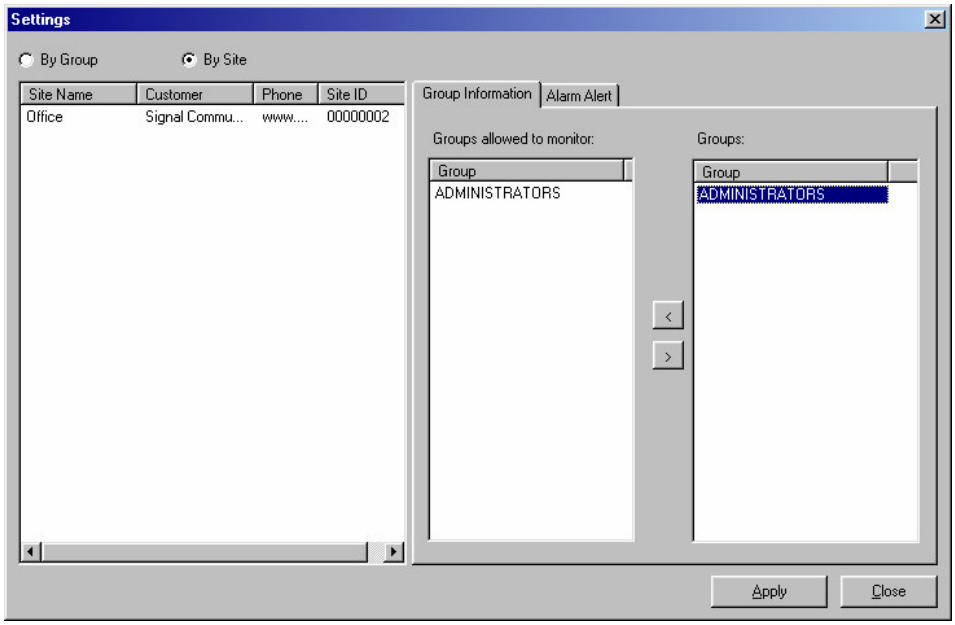
4. Select one of the sites under **[Sites]** column and click on **[<]** button. The site will be assigned to the group. If you have not added the site information, you will not see any entry under **Sites** column.

For more information, please refer to Section 5 Administrating Customer Account.

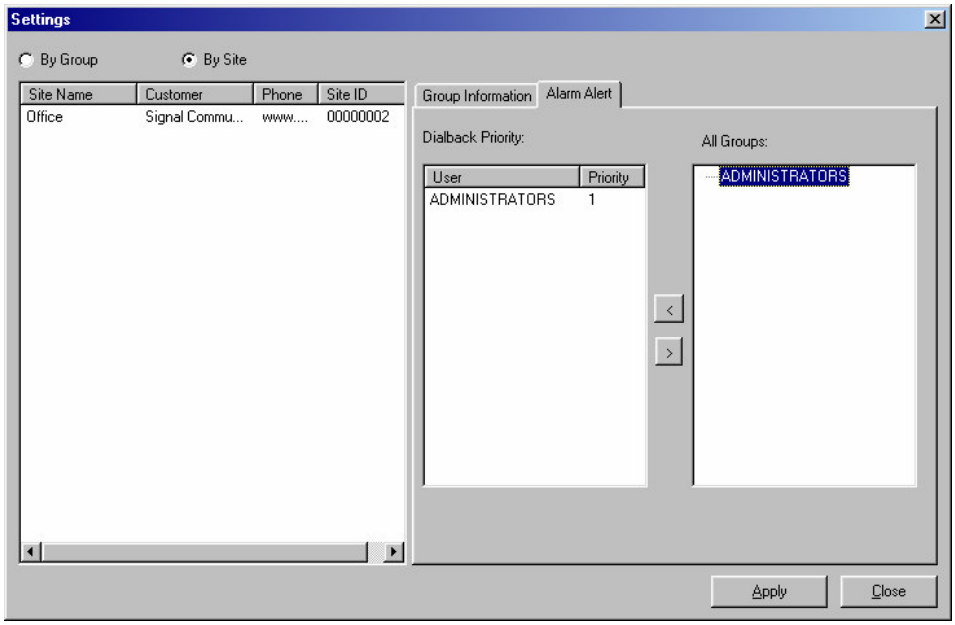


5. Click on **[Apply]** button to update the changes.

6. Click on **[By Site]** option button. The following dialog box will be displayed.



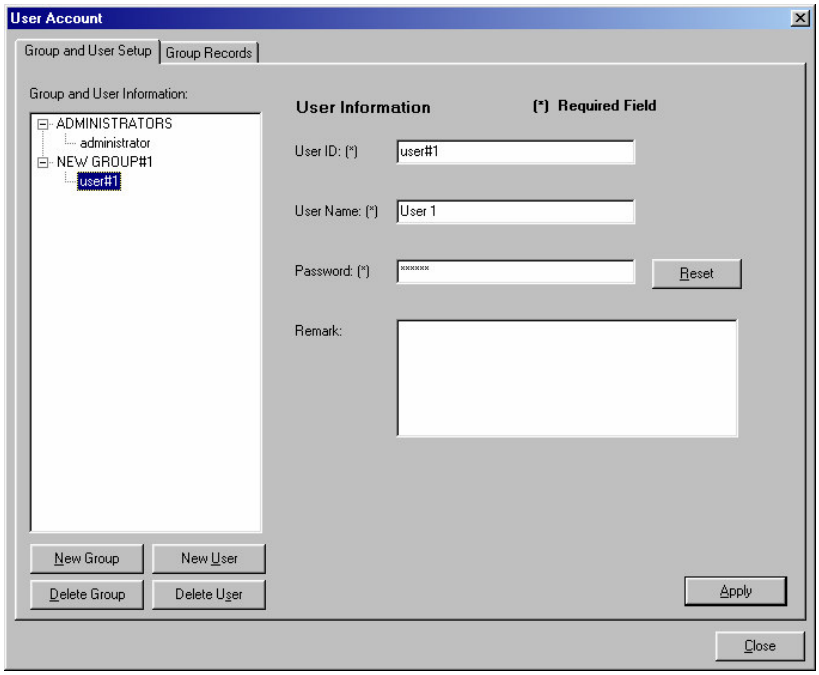
7. Click on **[Alarm Alert]** tab to setup alarm alert priority. Click on **<** button to add the group to the dial-back list. Click on **[Apply]** button to update the changes.



4.5 Adding A New User

To add a new user, follow the steps below:

1. Click on **[Group and User Setup]** tab. Select one of the groups from the list and click on **[New User]** button. A new user with temporary name **"user#1"** will be created.

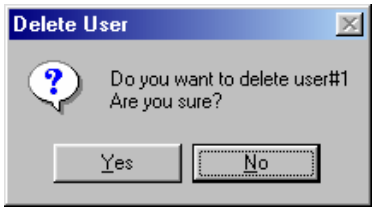


2. Enter **User ID**, **User Name**, **Password** and **Remark** to the space provided. Click on **[Reset]** button if you want to reset default password **"000000"**.

3. Click on **[Apply]** button to save the changes.

4.6 Removing An Existing User

Select one of the users from the list. Click on **[Delete User]** button. It will ask you to confirm the removal, click on **[Yes]** button to delete the user.



5 Administrating Customer Account and Site Information

***Tele*Eye Central Monitoring Station** allows the operator to manage customer account and site information such as floor plan, correspondence, alarm response instructions and reference pictures, etc.

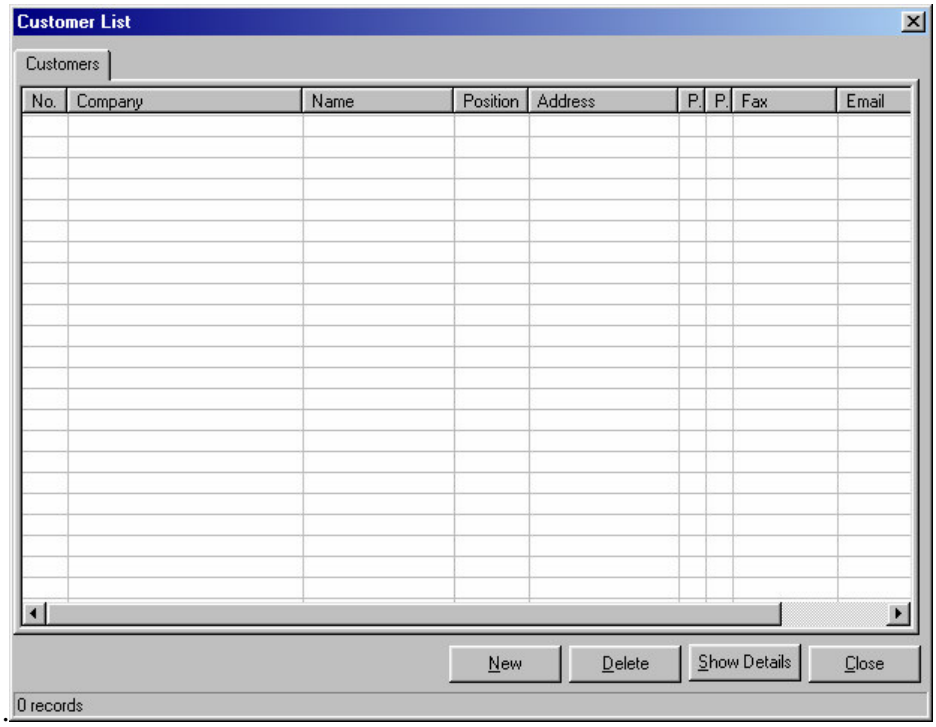
In this section, you will learn the followings:

- Adding A New Customer
- Removing An Existing Customer
- Adding A New Customer's Site
- Removing An Existing Customer's Site
- Assigning Access Rights To Group
- Updating Camera Information of Customer's Site
- Updating Other Properties of Customer's Site

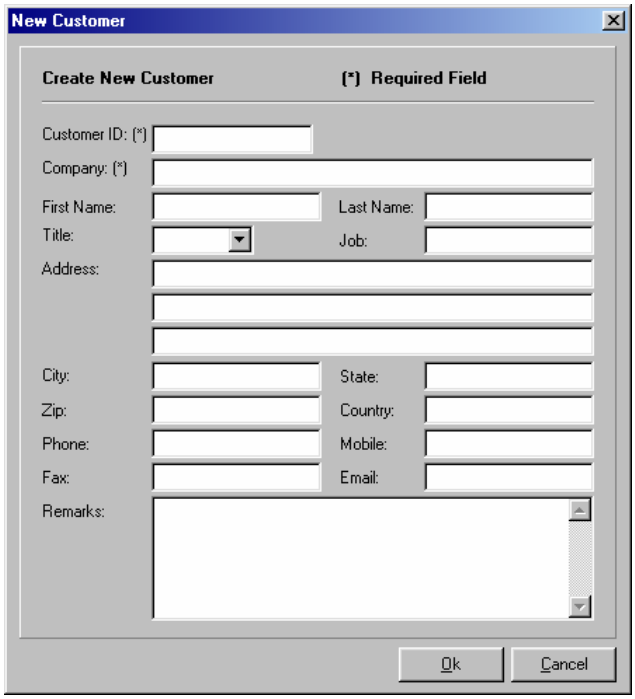
5.1 Adding A New Customer

To add a new customer to system, follow the steps below:

1. Select **[System]** → **[Customer Account…]** from **{Main panel}**. The **{Customer List}** dialog box will be displayed



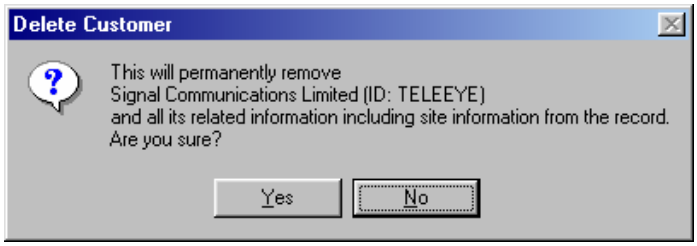
2. Click on **[New]** button to add a new customer. Enter customer information to the space provided.



3. Click on **[OK]** button to save the information. It will ask you to add sites for this customer. Click on **[Yes]** button to continue if you want to add the sites now.

5.2 Removing An Existing Customer

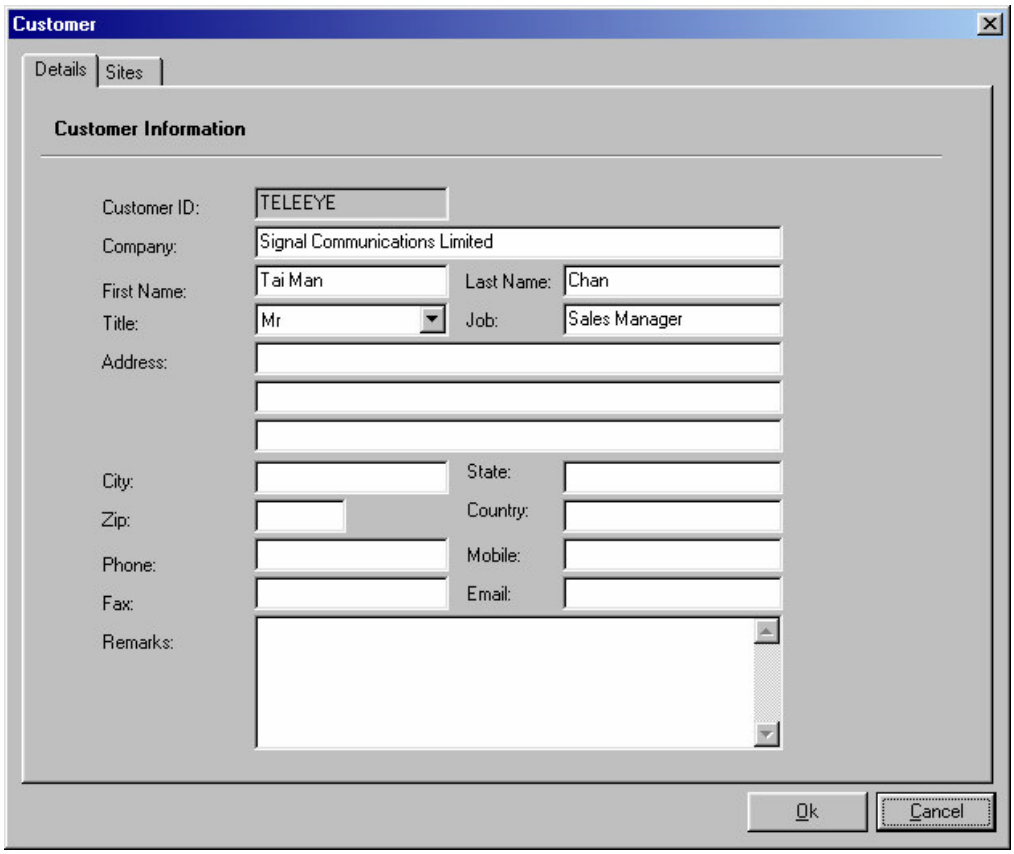
To remove an existing customer, select one of the customers from **{Customer List}** dialog box and click on **[Delete]** button. It will ask you to confirm the removal, click on **[Yes]** button to delete the customer.



5.3 Adding A New Customer's Site and Registering TeleEye RX Video Transmitter

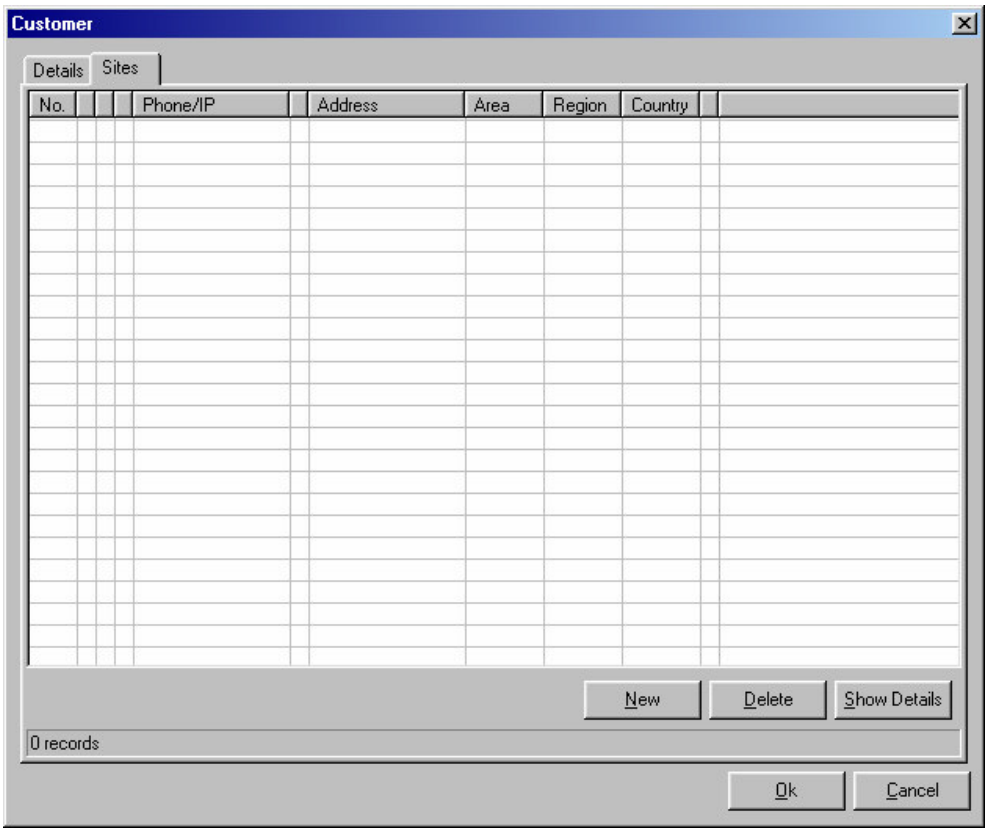
To add a new customer's site, follow the steps below:

1. Select one of the customers from **{Customer List}** dialog box. Click on **[Show Details]** button or double click on one of the customers from the list. The following dialog box will be displayed.



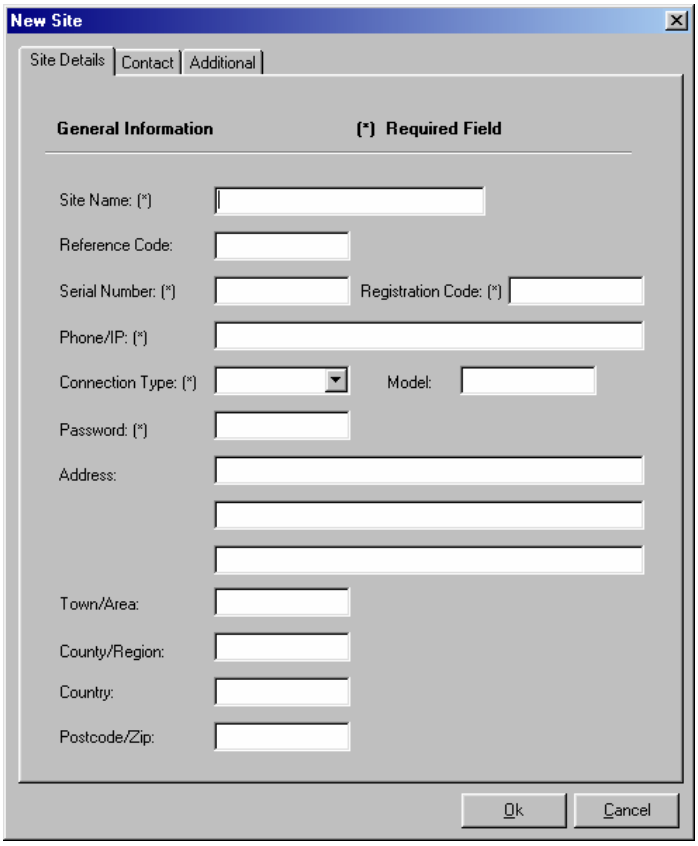
2. You can update customer information in the **[Details]** tab. Click on **[OK]** button to save the changes.

3. Click on **[Sites]** tab. It will show you a list of sites that are associated with the customer.



4. Click on **[New]** button to a new site information.

5. The **{New Site}** dialog box will be displayed. Enter the site information to the space provided in **[Site Details]** tab.

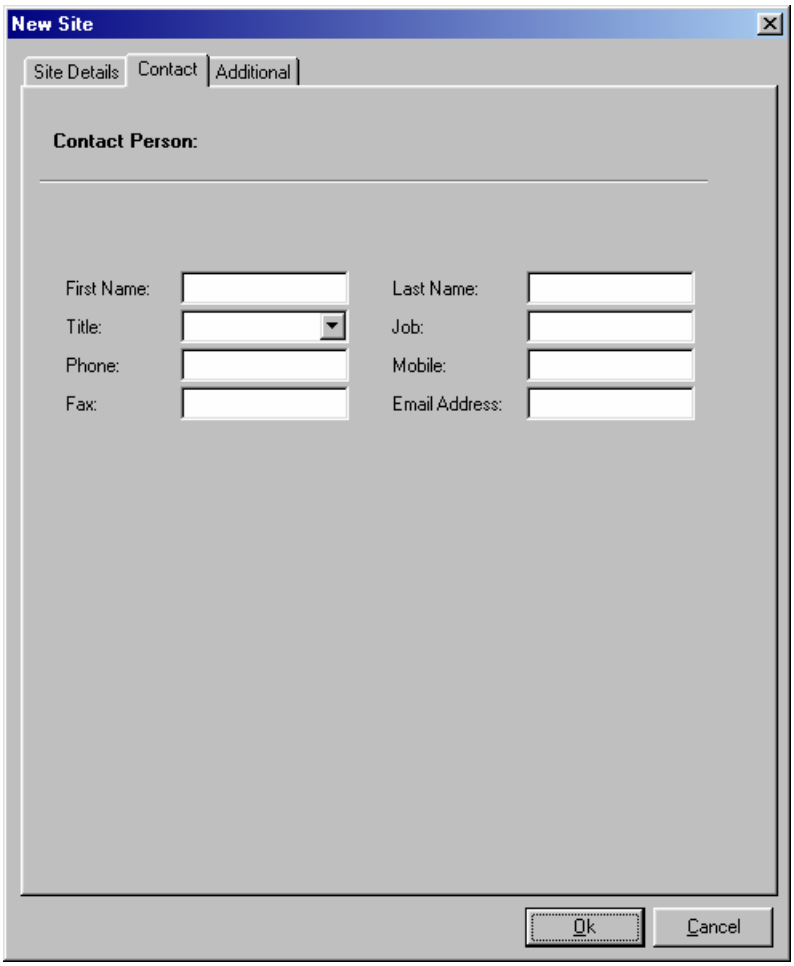


☞ *Make sure that* ***Connection Server*** *has setup with one of the devices for connection. Otherwise, you cannot see available entry in* ***Connection Type****.*

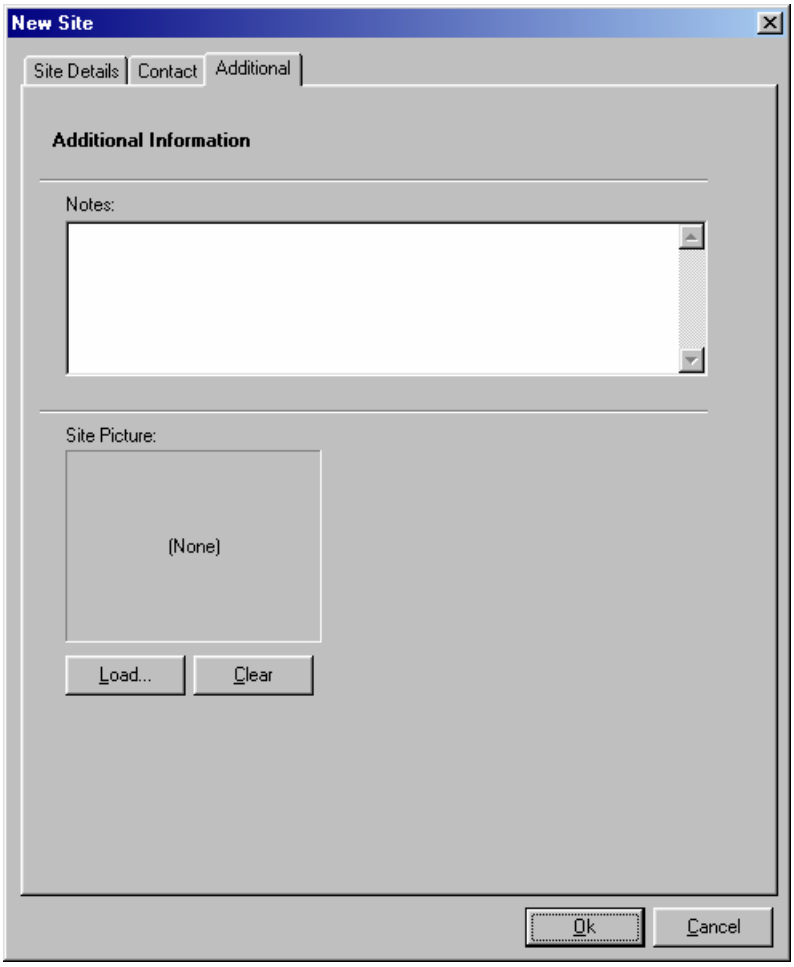
☞ *During the registration process, user needs to fill in the transmitter's* ***serial number*** *and* ***registration code*** *which are included in the transmitter package.*

For detail of registration record for ***Tele*Eye *RX*** *Video Transmitter, please refer to Section 2.3.*

6. Click on **[Contact]** tab. If you have contact person for the site, enter the information to the space provided.



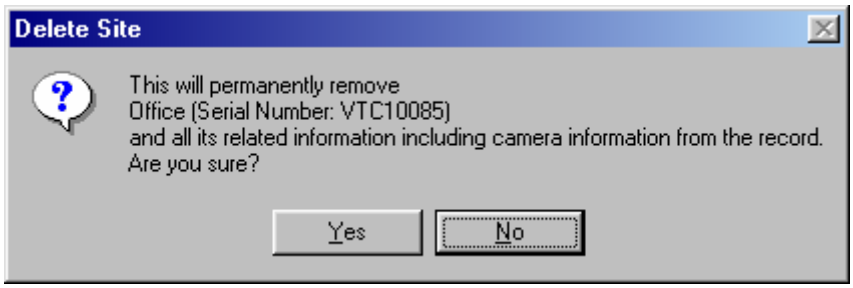
7. Click on **[Additional]** tab. If you have any additional information about the site, enter notes to the space provided. You can also load picture for the site by clicking on **[Load…]** button or clear picture by clicking on **[Clear]** button.



8. Click on **[OK]** button to save the site information. It will ask you to assign access rights to an existing group. Click on **[Yes]** button to continue.

5.4 Removing An Existing Customer's Site

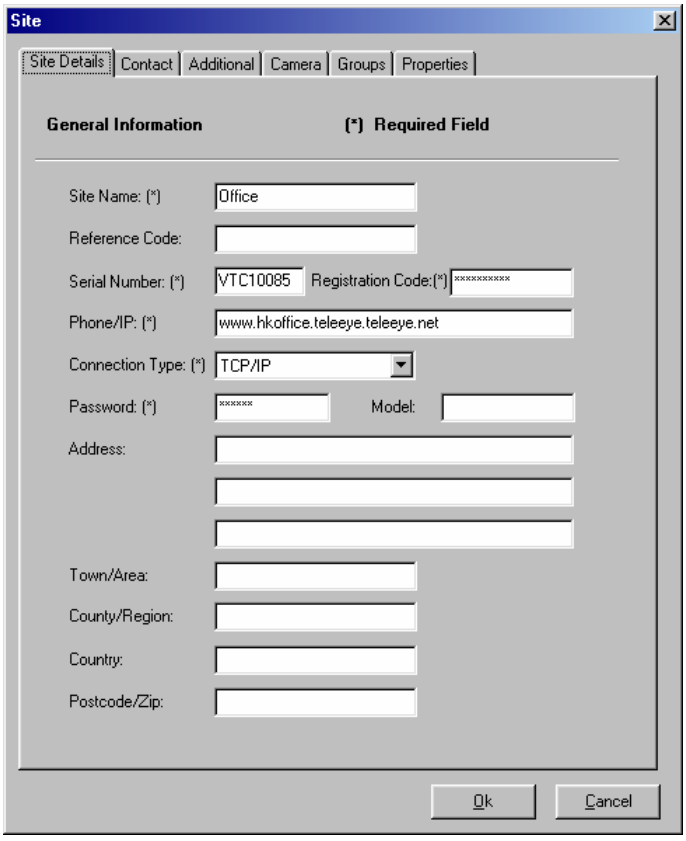
To remove an existing customer's site, select one of the sites from **[Sites]** tab and click on **[Delete]** button. It will ask you to confirm the removal, click on **[Yes]** button to delete the site.



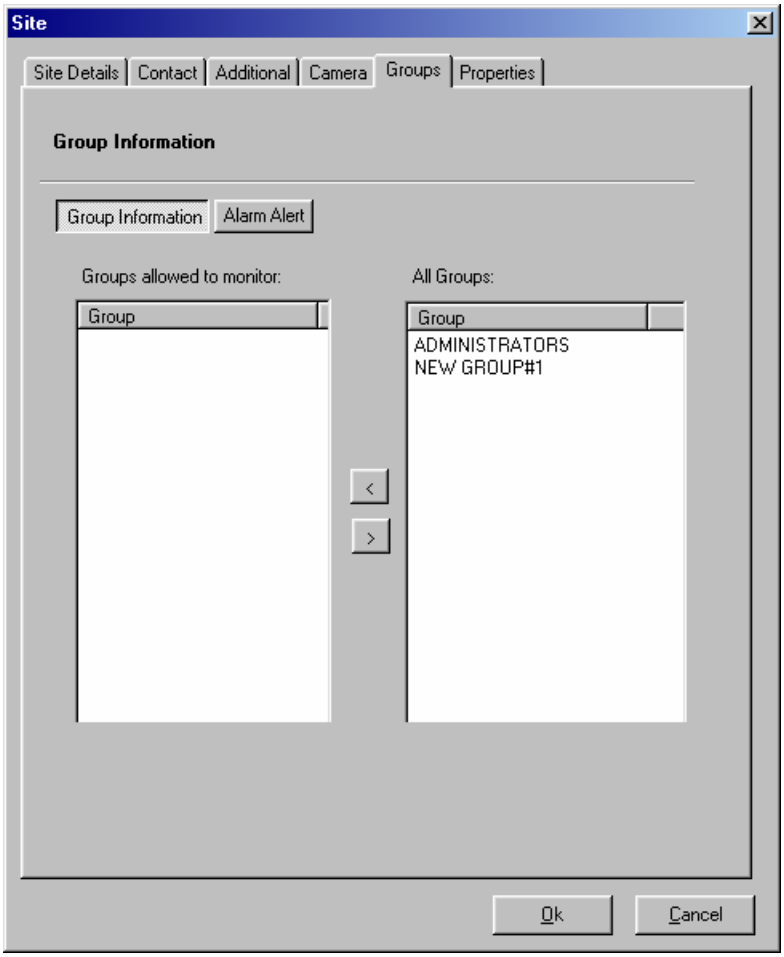
5.5 Assigning Access Rights To Group

To assign access rights to group, follow the steps below:

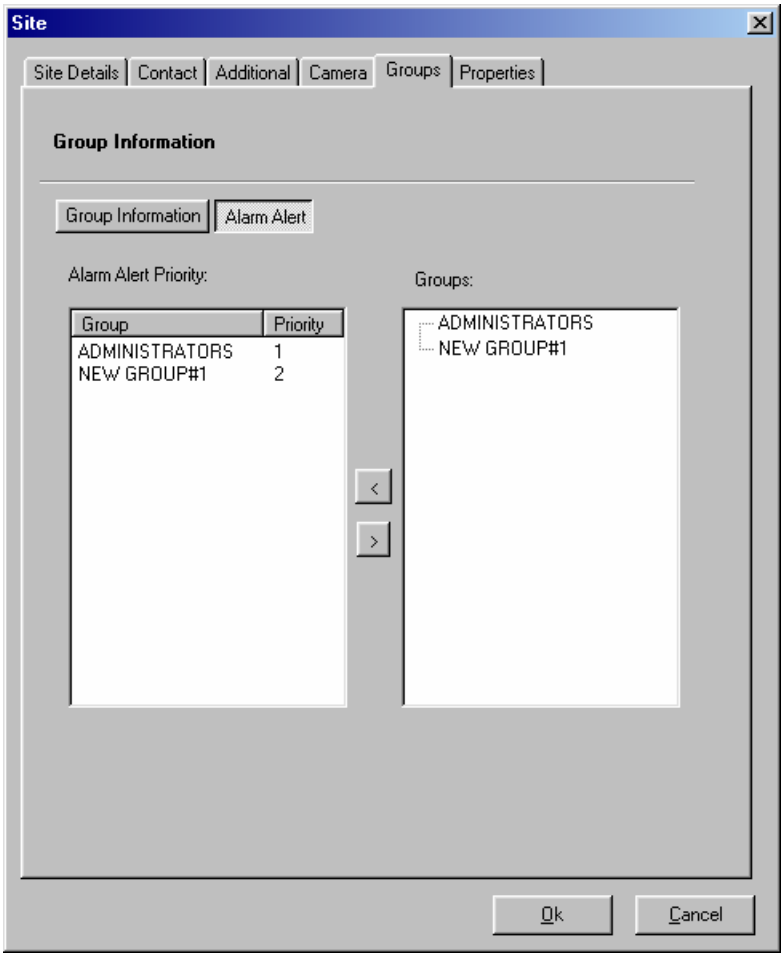
1. Select one of the sites from **[Sites]** tab and click on **[Show Details]** button. The **{Site}** dialog box will be displayed.



2. Click on **[Groups]** tab. It will show a list of groups that are allowed to monitor. Click on **[<]** button to add a group to the list or click on **[>]** button to remove the group from the list.



3. Click on **[Alarm Alert]** button to setup alarm alert priority. Click on **[<]** button to add the group to the list or click on **[>]** button to remove the group from the list.

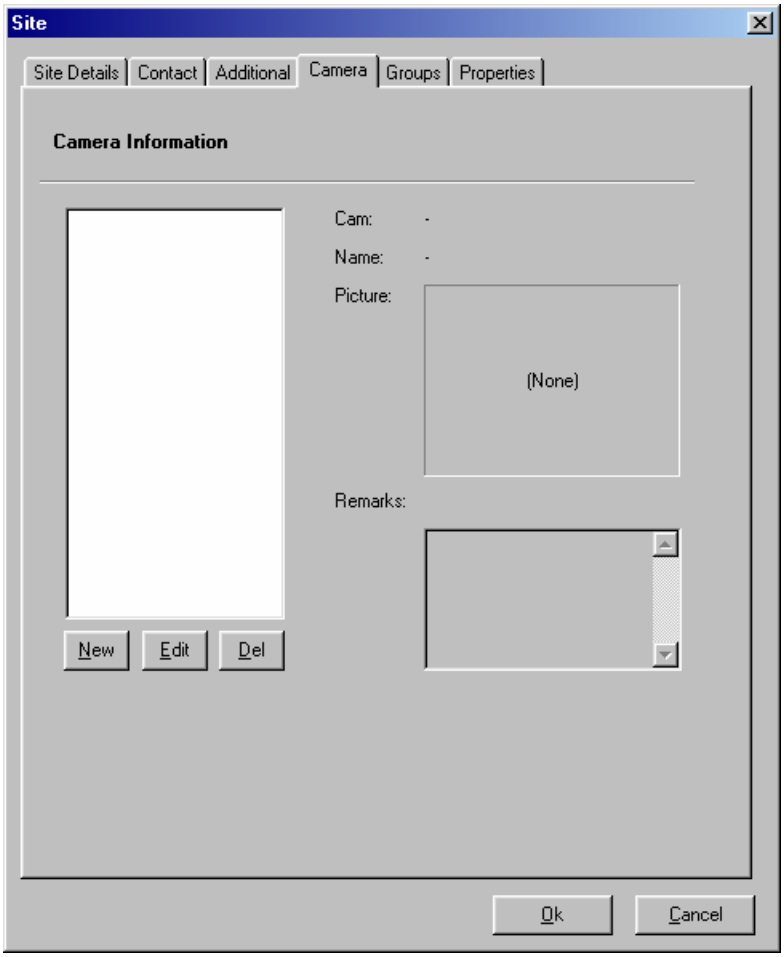


4. Click on **[OK]** button to save the changes.

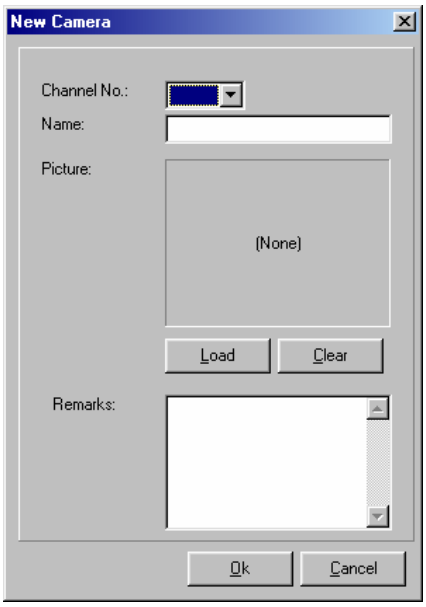
5.6 Updating Camera Information of Customer's Site

To update camera information of site, follow the steps below:

1. Click on **[Camera]** tab in **{Site}** dialog box. The following dialog box will be displayed.

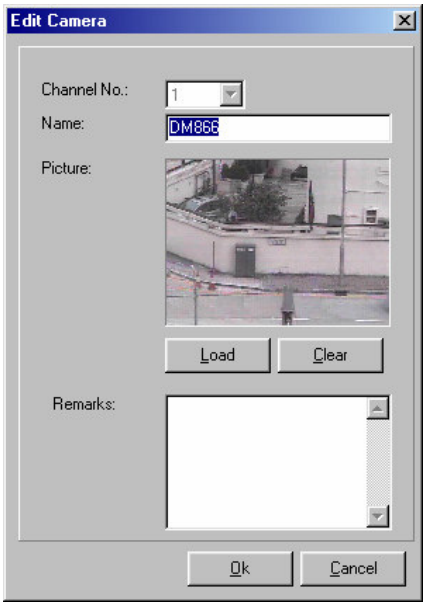


2. Click on **[New]** button in **[Camera]** tab to add new camera information and the **{New Camera}** dialog box will be displayed. Enter **Channel No.**, **Camera Name** and **Remarks** to the space provided. You can also load camera picture from file by clicking on **[Load]** button or clear camera picture by clicking on **[Clear]** button.

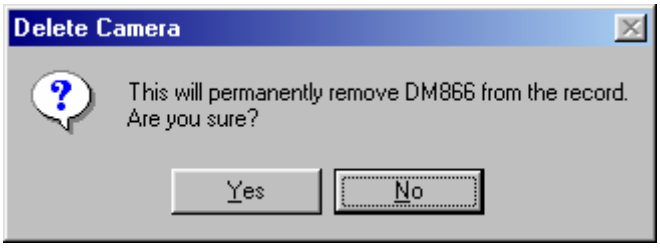


3. Click on **[OK]** button to save the changes.

4. To edit existing camera information, click on **[Edit]** button in **[Camera]** tab and the **{Edit Camera}** dialog box will be displayed. You can modify **Camera Name**, **Remarks** and **Camera Picture**. Click on **[OK]** button to save the changes.



5. To remove existing camera information, click on **[Del]** button in **[Camera]** tab and it will ask you to confirm the removal. Click on **[Yes]** button to continue.



5.7 Updating Other Properties of Customer's Site

There are 4 site properties to control the following conditions:

- **Alarm Recording Duration** (default = 1 minute) is the time period for recording when alarm is triggered.

- **Alarm Alert Duration** (default = 1 minute) is the time period for alerting a group before going to alert another group.

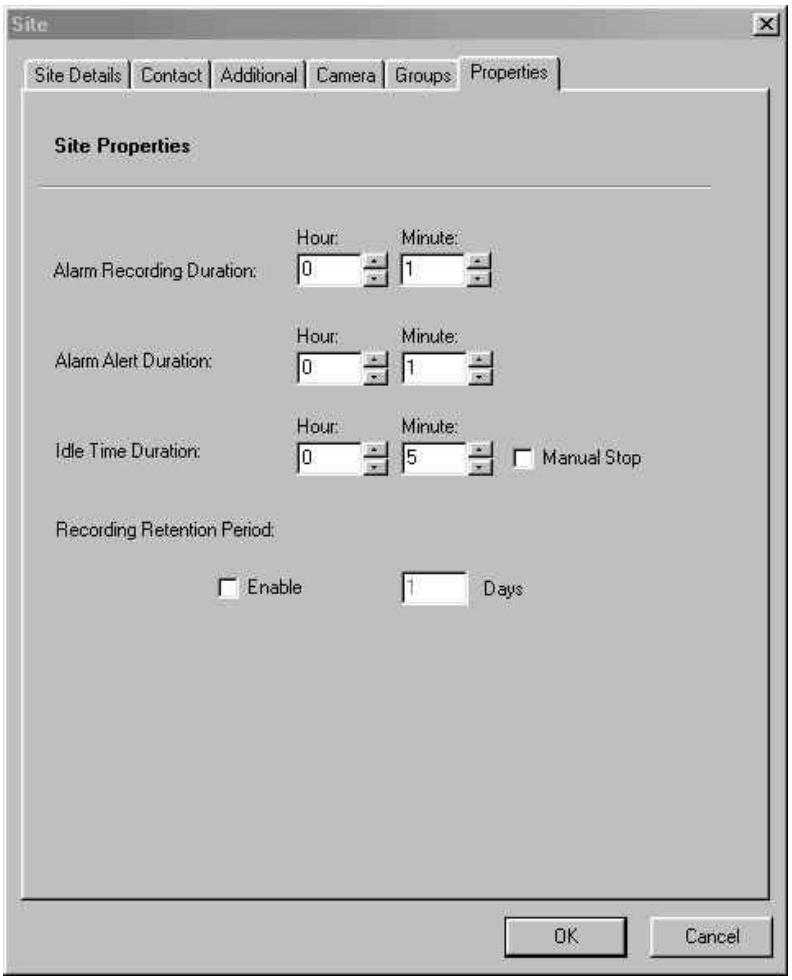
- **Idle Time Duration** (default = 5 minute) is the time period that the site remains in connection when the last user is logout. If Manual Stop box is checked, the site will remain in connection until the user disconnects manually.

- **Recording Retention Period** (default = disabled) is the number of days that the recording of the site will be kept in the server. If this is enabled and the time period is expired, the recording before the time period will be removed in case the **Server Expired Recording Cleanup Settings** have been enabled and triggered.

For more information about Server Expired Recording Cleanup Settings, please refer to Section 13.1 Expired Recording Cleaning.

To update other properties of site, follow the steps below:

1. Click on **[Properties]** tab in **{Site}** dialog box. The following dialog box will be displayed.



2. Enter **Alarm Recording Duration**, **Alarm Alert Duration** and **Idle Time Duration** to the space provided.

3. If you want to set recording retention period, click on the **[Enable]** checkbox of **[Recording Retention Period]** and enter the retention **days**.

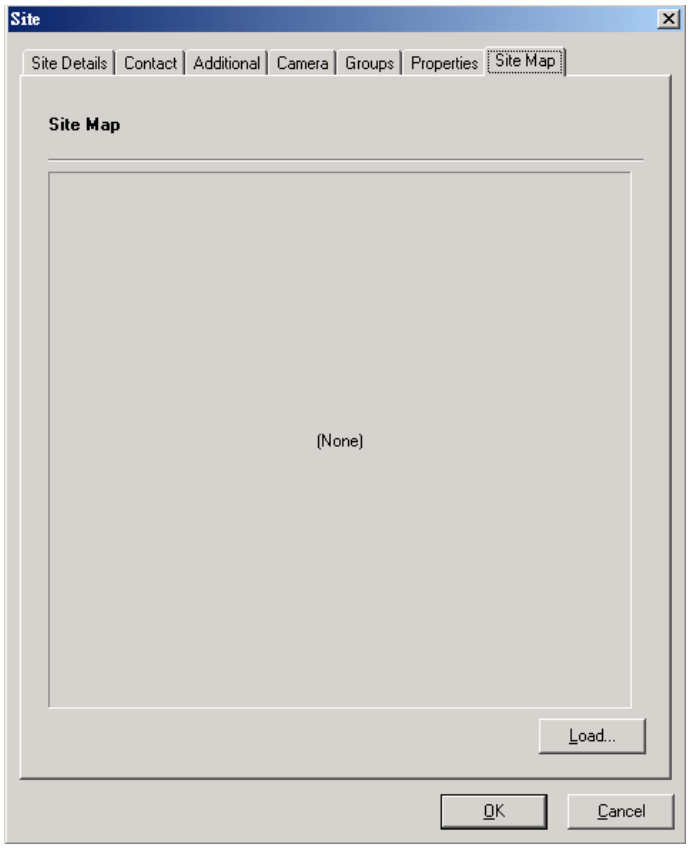
4. Click on **[OK]** button to save the changes.

5.8 Site Map Edit

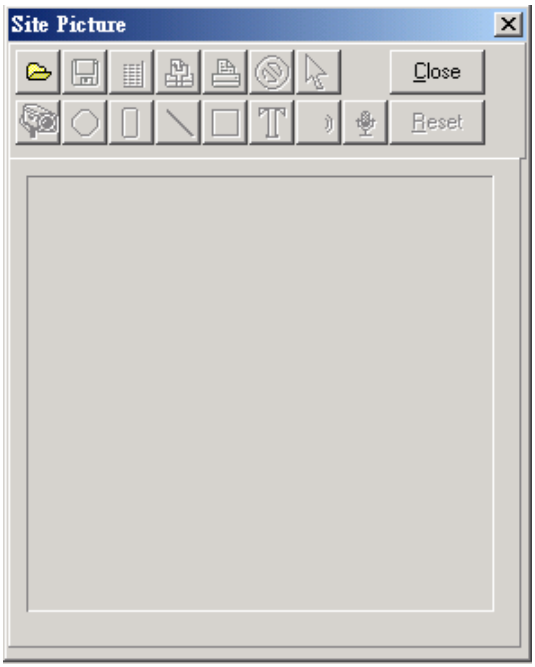
User can edit their site map here by putting sensors, switches, cameras and other components on it.

To edit the site map, follow the steps below:

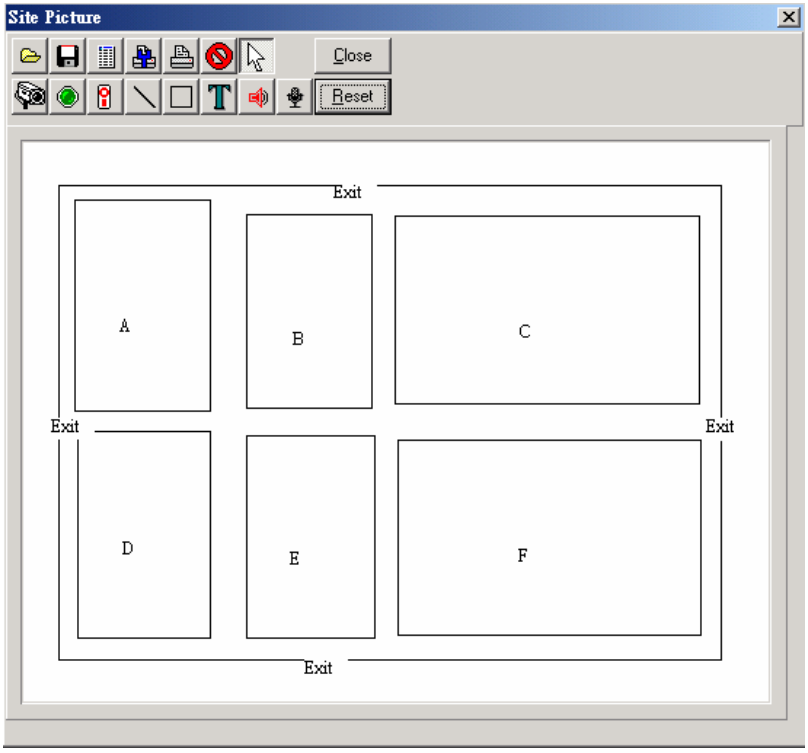
1. Click on **[Site Map]** tab in **{Site}** dialog box. The following dialog box will be displayed.



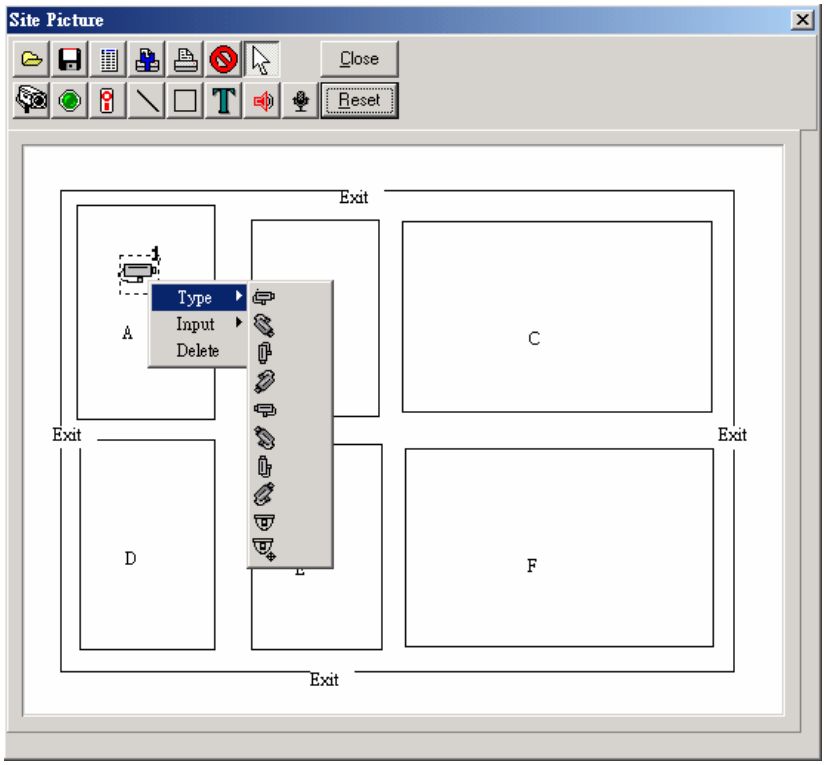
2. Click **[Load…]** or double click the empty picture. The follow dialog box will be displayed.

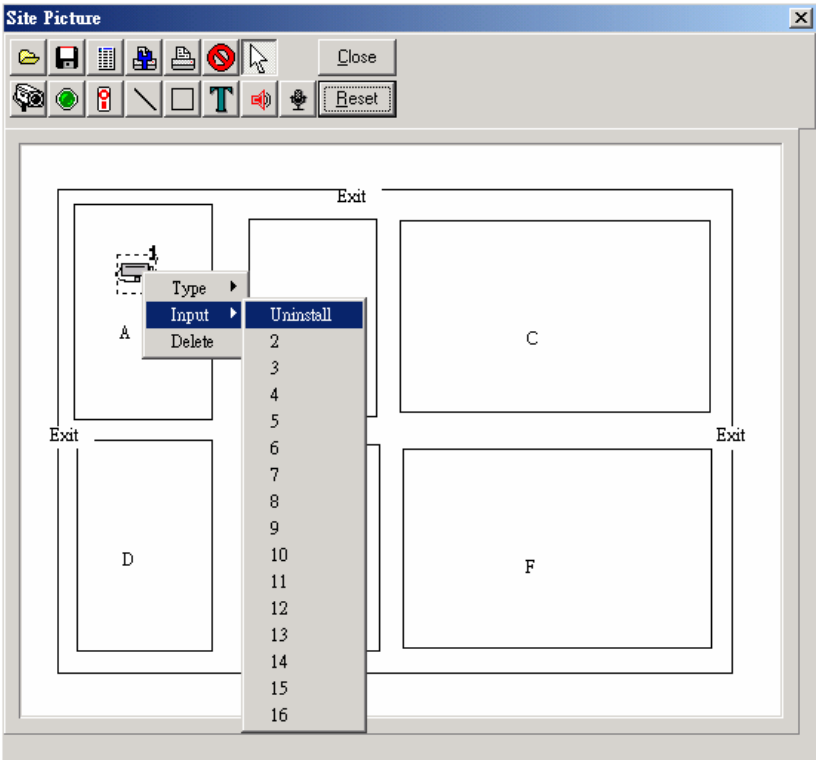


3. Click Load button to select the site map, the site map must be bitmap format. After the bitmap site map is loaded, the buttons on the dialog box will be enabled.

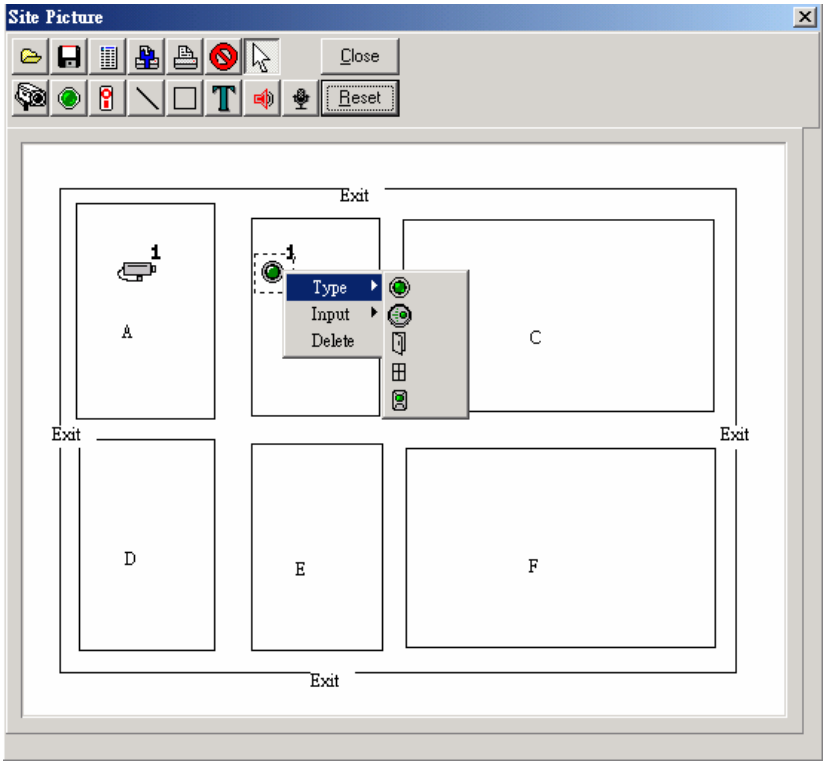


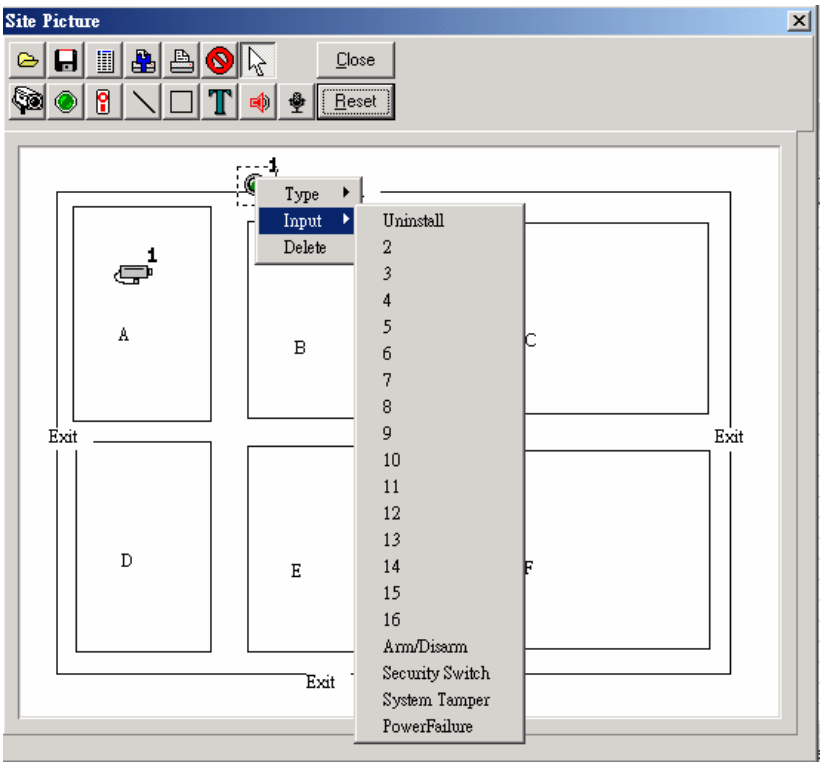
4. Click Camera button to add Camera. After the camera is added, the camera number is appeared automatically on the camera's top right corner. Right Click the mouse to pop up the menu. Choose the right camera type and camera number on the menu. The maximum number of cameras supported is 16.



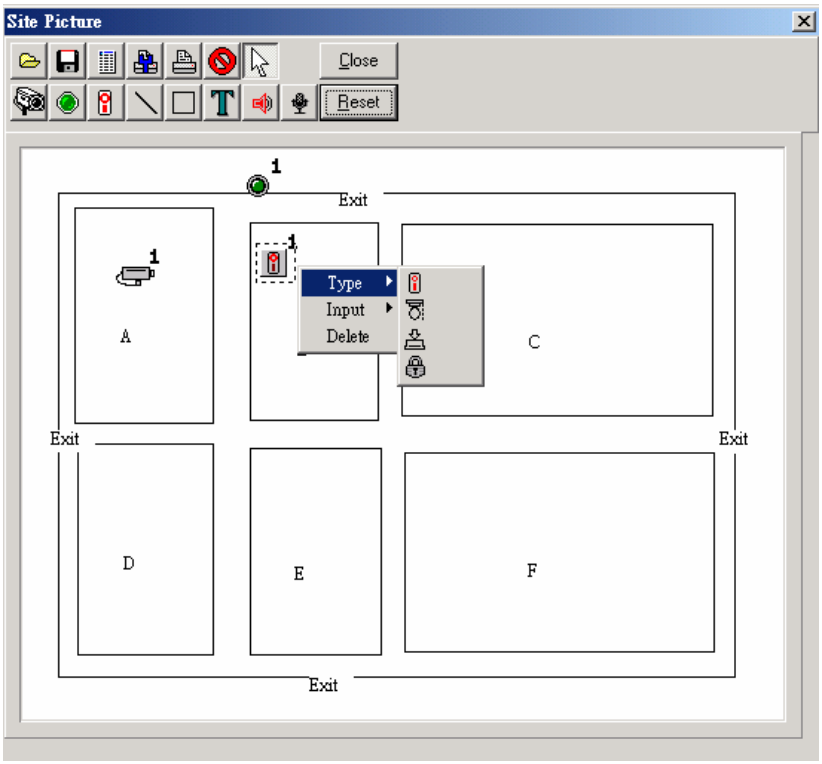


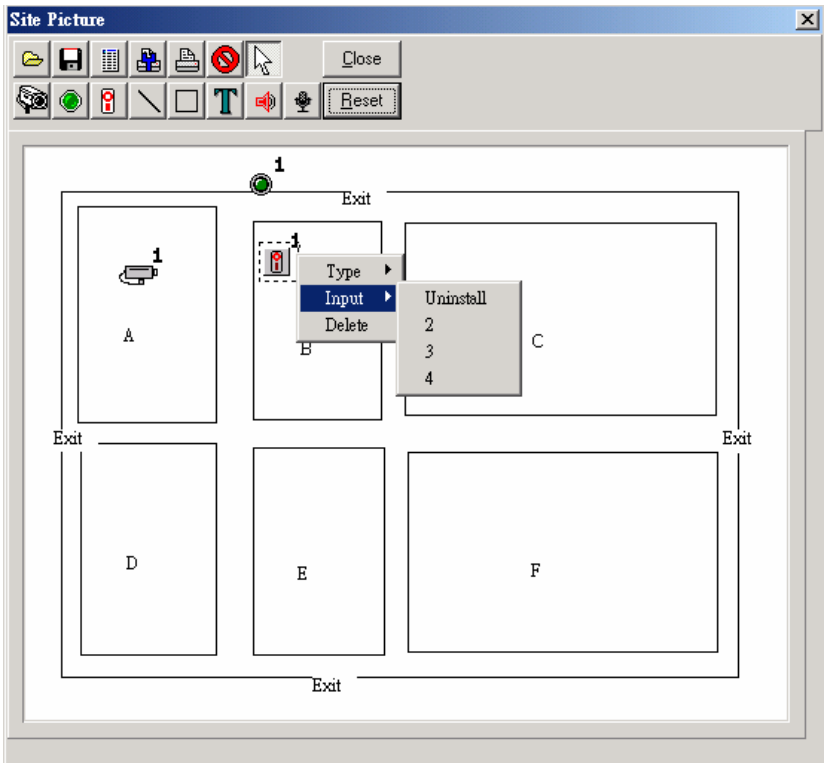
5. Click Sensor button to add Sensor. After the sensor is added, the sensor number is appeared automatically on the sensor's top right corner. Right Click the mouse to pop up the menu. Choose the right sensor type and sensor number on the menu. The maximum numbers of sensor supported is 16. Besides, Arm/Disarm, Security Switch, System Tamper and Power Failure can be selected for related sensor.



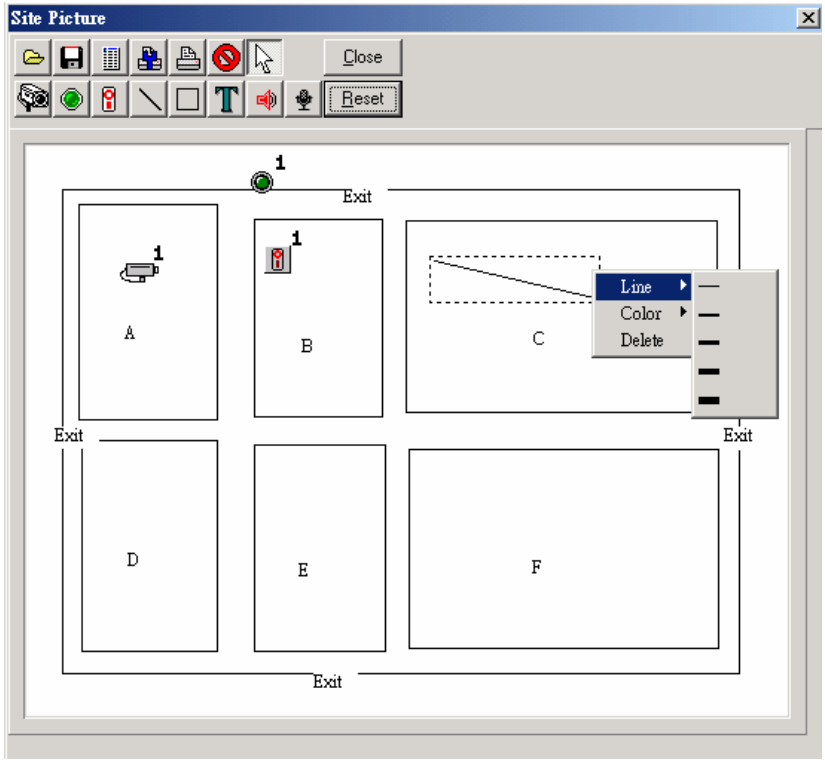


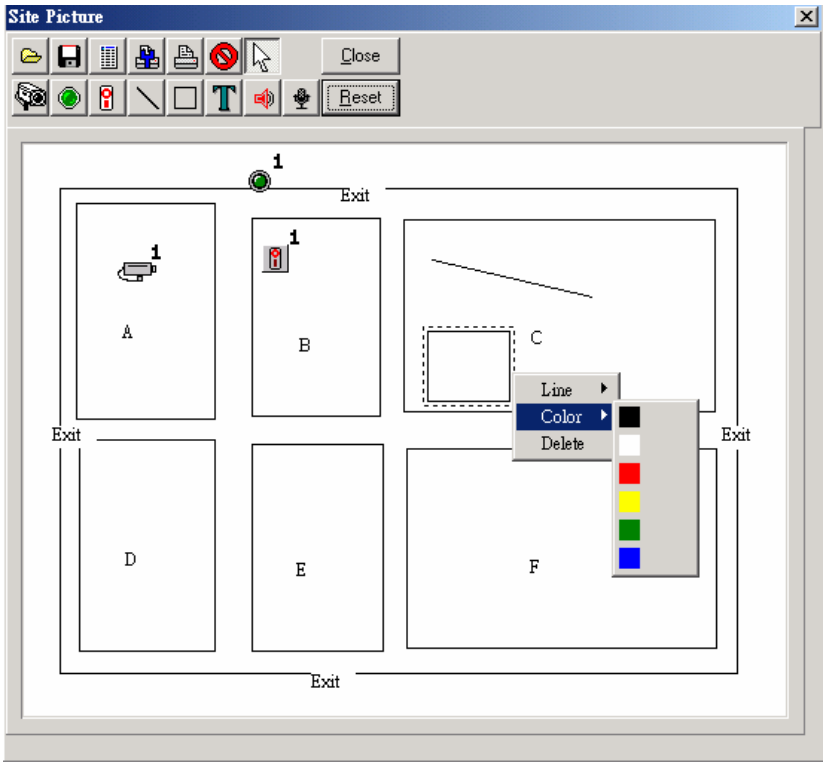
6. Click Switch button to add Switch. After the switch is added, the switch number is appeared automatically on the switch's top right corner. Right Click the mouse to pop up the menu. Choose the right switch type and switch number on the menu. The maximum numbers of switch supported is 4.



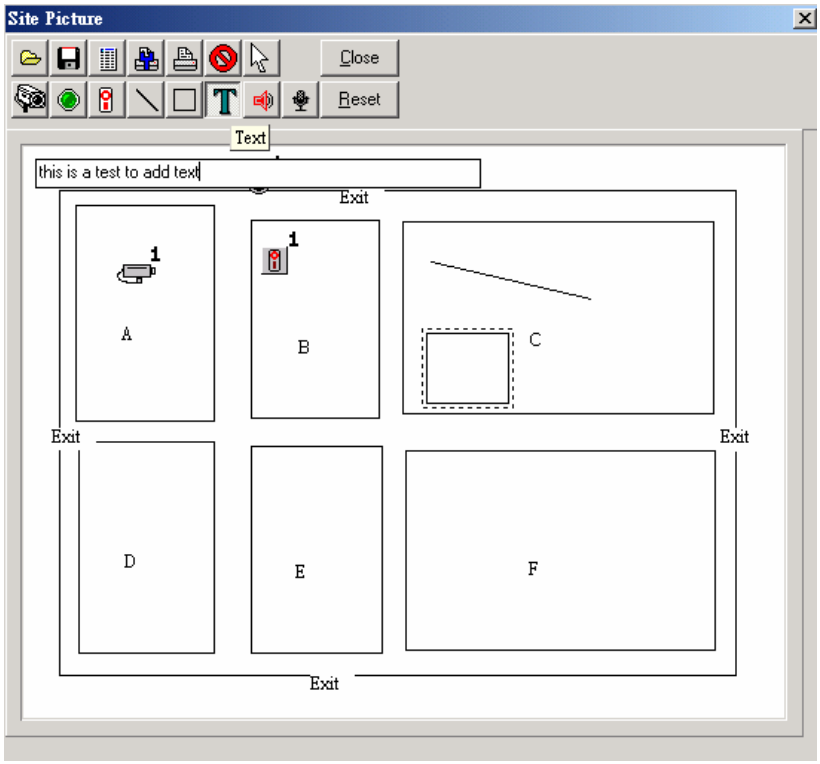


7. Click Line button to add Line and Rectangle button to add rectangle. After the Line or Rectangle is added, right click the mouse to pop up the menu. Choose the right line type and color.

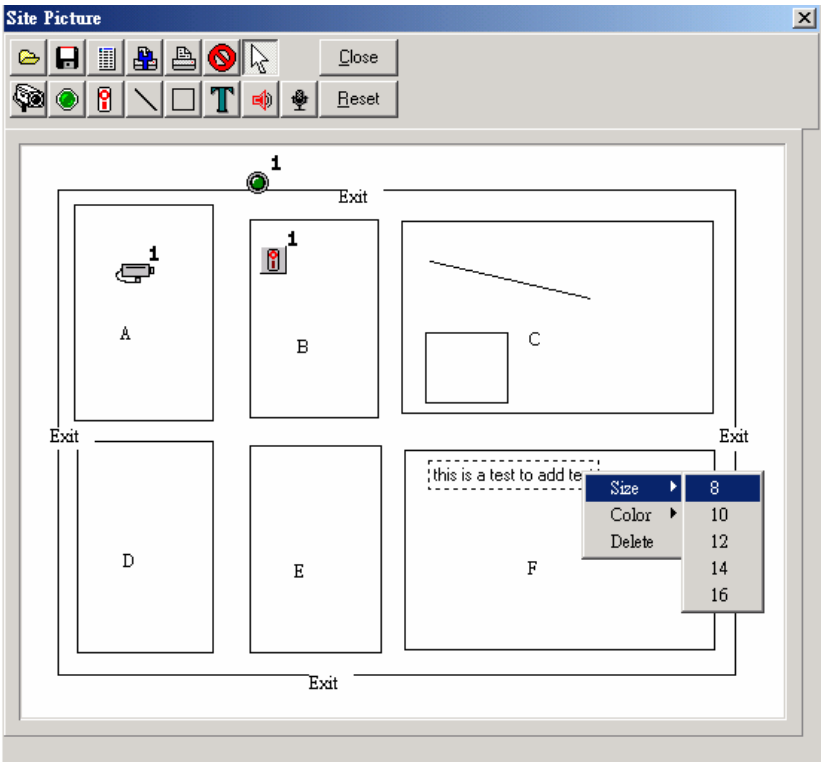




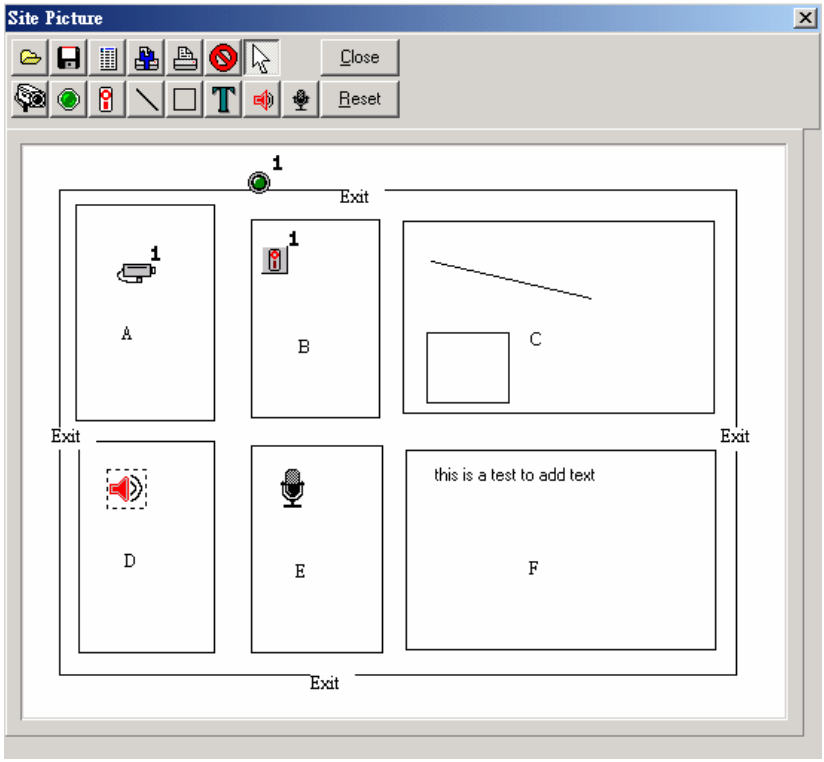
8. Click Text button to add Text. Text box will appear on the top left of the site map picture. Enter the text and click somewhere else to release the focus on the text box. Then click to select the text and drag it to the position wanted.



9. Select the text and right click the mouse to pop up the menu. Choose the right font size and color.



10. Click Speaker button to add Speaker and Microphone button to add Microphone button.



11. Click Reset button to remove everything on the Site Map.

12. Click Delete button to delete the items by selecting them one by one.

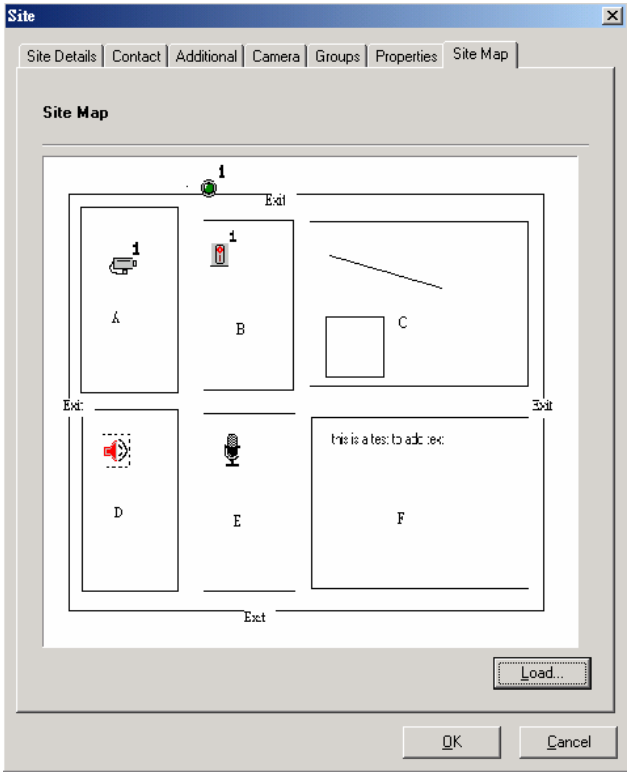
13. Click Print Preview button to preview the printout.

14. Click Printer Setup button to setup the printer.

15. Click Print button to print the site map.

16. After finish adding all the components, click to save the site map.

17. Close the site map dialog, the updated site map will be displayed on the Site Map tag page like


Site
Site Details
Contact
Additional
Camera
Groups
Properties
Site Map
Site Map
1
Exit
1
1
A
B
C
Exit
Exit
this is a test to add text
D
E
F
Exit
Load...
OK
Cancel

6 CONNECT / DISCONNECT *Tele*Eye RX TRANSMITTER

*6.1 Connect Tele*Eye *RX Transmitter*

After registering ***Tele*Eye RX** transmitter, user needs to setup the network configuration of the transmitter for the first time connecting to the PC.

*For **Tele**Eye **RX** transmitter network configuration setup, please refer to **Tele**Eye **RX** User Guide section 3 : Basic Installation for Local and Remote Monitoring.*

Location

This is a naming input which records ***Tele*Eye RX** transmitter location, so no special effect takes place for this input.

Connection Using

***Tele*Eye RX** transmitter supports multiple connection stream. The usage of different connection stream option is

TCP/IP LAN	: Local area network
TCP/IP Broadband	: Internet broadband network
TCP/IP Narrowband	: PSTN / ISDN, GPRS, or other mobile networks
Modem Driver	: Modem connection with known modem driver
Direct to Com X	: Leased line for null modem connection
General Modem	: Modem connection with unknown modem driver

Properties

Allow user to change the connection bit rate and TCP/IP port number.

Phone / IP

For TCP/IP LAN, TCP/IP broadband and TCP/IP narrowband connection stream, **IP** of the transmitter is necessary to input in this blank box. For modem connection, **phone number** of the transmitter is needed to input here.

Password

The transmitter supports 2 types of account, administrator account and user account. User needs to input the correct **administrator password** or **user password** in order to connect to the transmitter with different privilege.

*Default **administrator password** is **000000**, default **user password** is **123456***

For detail of changing the password, please refer to Section 7.2 : Change Password, Upgrade Version & Registration Checking.

Dialing Prefix

For modem connection only. This is the phone number prefix of the transmitter.

Phone Book

Phone book is used for recording the IP or phone number of ***Tele*Eye RX** transmitter at different surveillance area. It stores the data items as above : location, IP / Phone No., password, etc.

New : Add a new ***Tele*Eye RX** transmitter phone book item

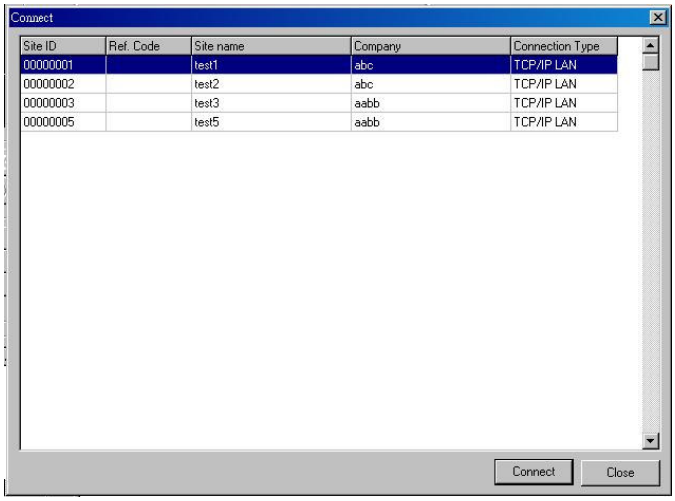
Delete : Delete the selected ***Tele*Eye RX** transmitter phone book item

Properties : Change the selected ***Tele*Eye RX** transmitter phone book item

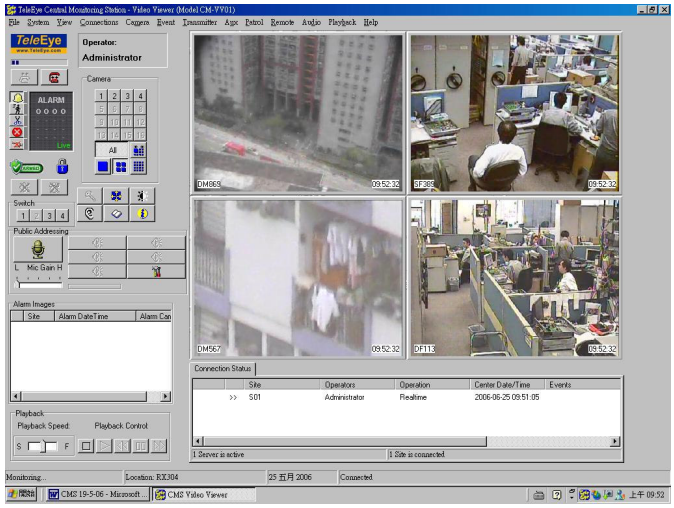
Reference Code

This is a quick reference code for different phone book items.

Connection Procedure :



Step 1 : Choose the suitable phone book item of ***Tele*Eye RX** transmitter. Click **[Connect]** button to connect to the transmitter.



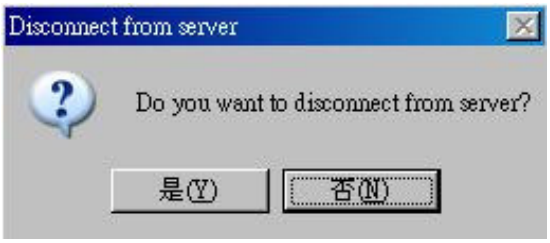
Step 2 : After clicking the **[Connect]** button, a few second later, it changes to the main panel.

6.2 Disconnect *Tele*Eye *RX Video Transmitter*

It is easy for user to disconnect the transmitter.

Disconnect Transmitter Procedure :

Step 1 : On the main panel, click **[Disconnect]** icon to disconnect the transmitter.

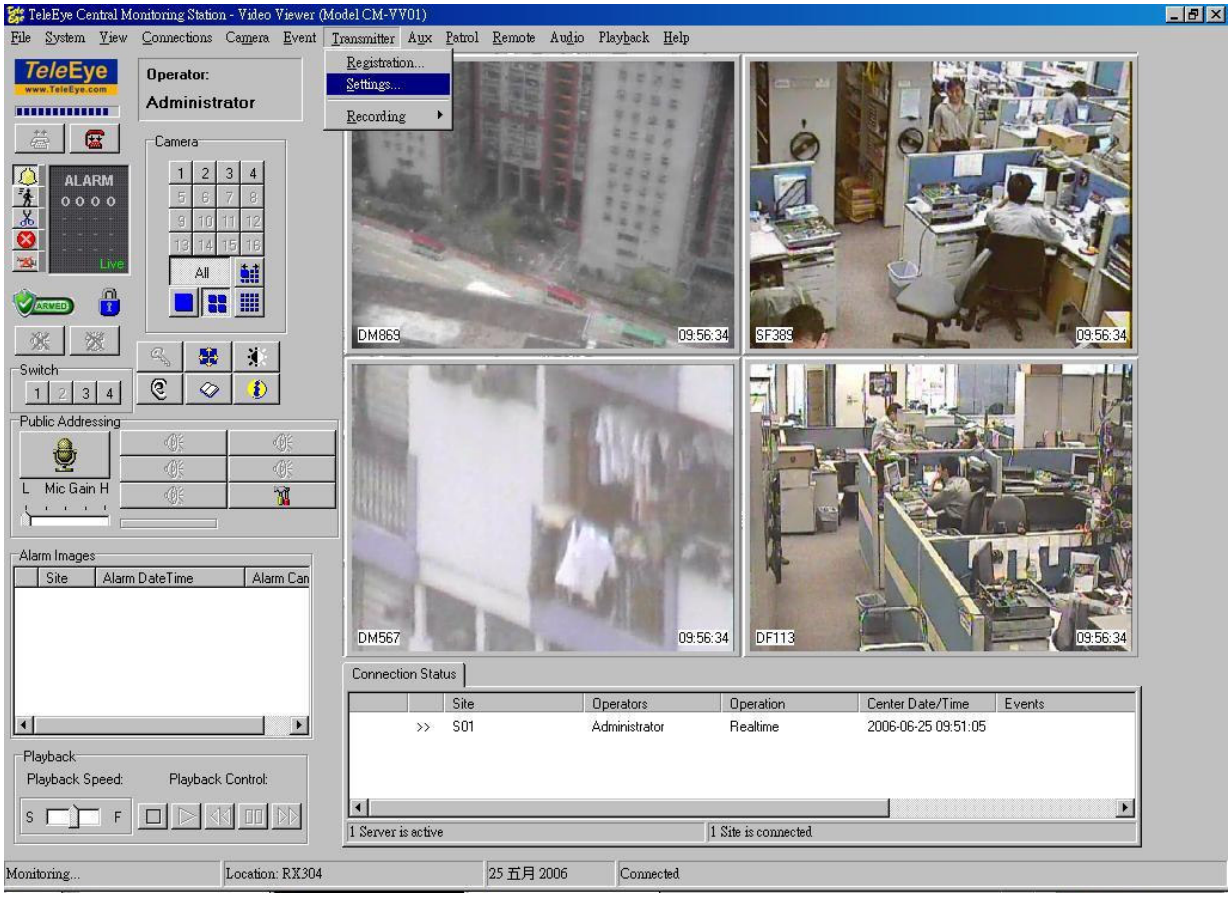


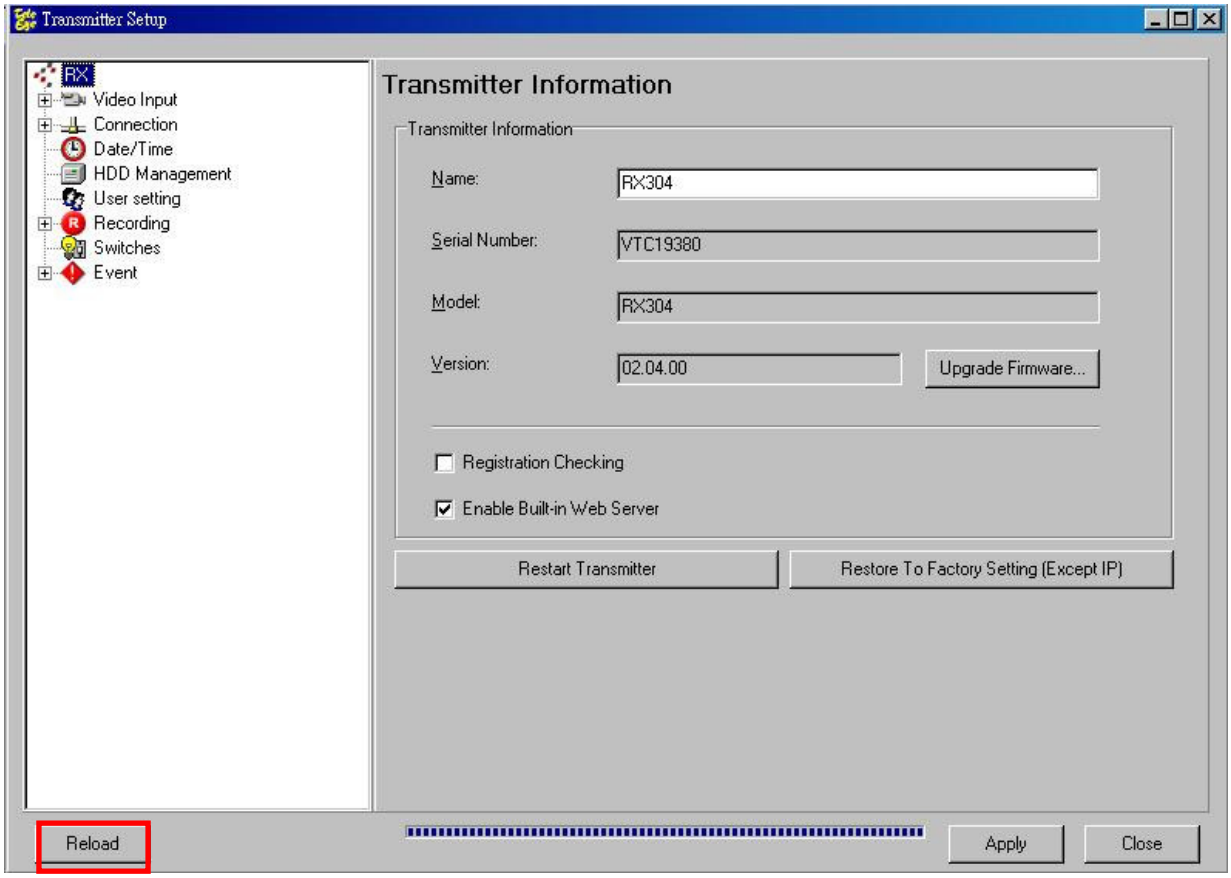
Step 2 : **{Disconnect}** panel pops up. Click **[Yes]** button to close the connection.

Step 3 : If there is any event triggered before **without clear**, **{Clear Alarm}** panel pops up. User needs to input the alarm password in order to clear the event. After inputting the password, click **[OK]** to disconnect from server.

7 Transmitter General Setup

Transmitter General Setup Procedure :





☞ *User can click* ***[Reload]*** *button to reload the most updated transmitter setting, if*

- *The information on* ***{Transmitter Setup}*** *panel is not fully displayed*
- *Someone has changed the setting through the transmitter OSD menu or other PC such that the information on* ***{Transmitter Setup}*** *panel is not updated.*

☞ *User can click* ***[Apply]*** *button to save the current transmitter setting into* ***Tele*Eye *RX*** *transmitter. Press* ***[Close]*** *button to exit the panel.*

7.1 Transmitter Information

Transmitter information shows the basic information of the ***Tele*Eye RX** video transmitter.

Name

This shows the name of ***Tele*Eye RX** video transmitter. User can change its name here.

Serial Number

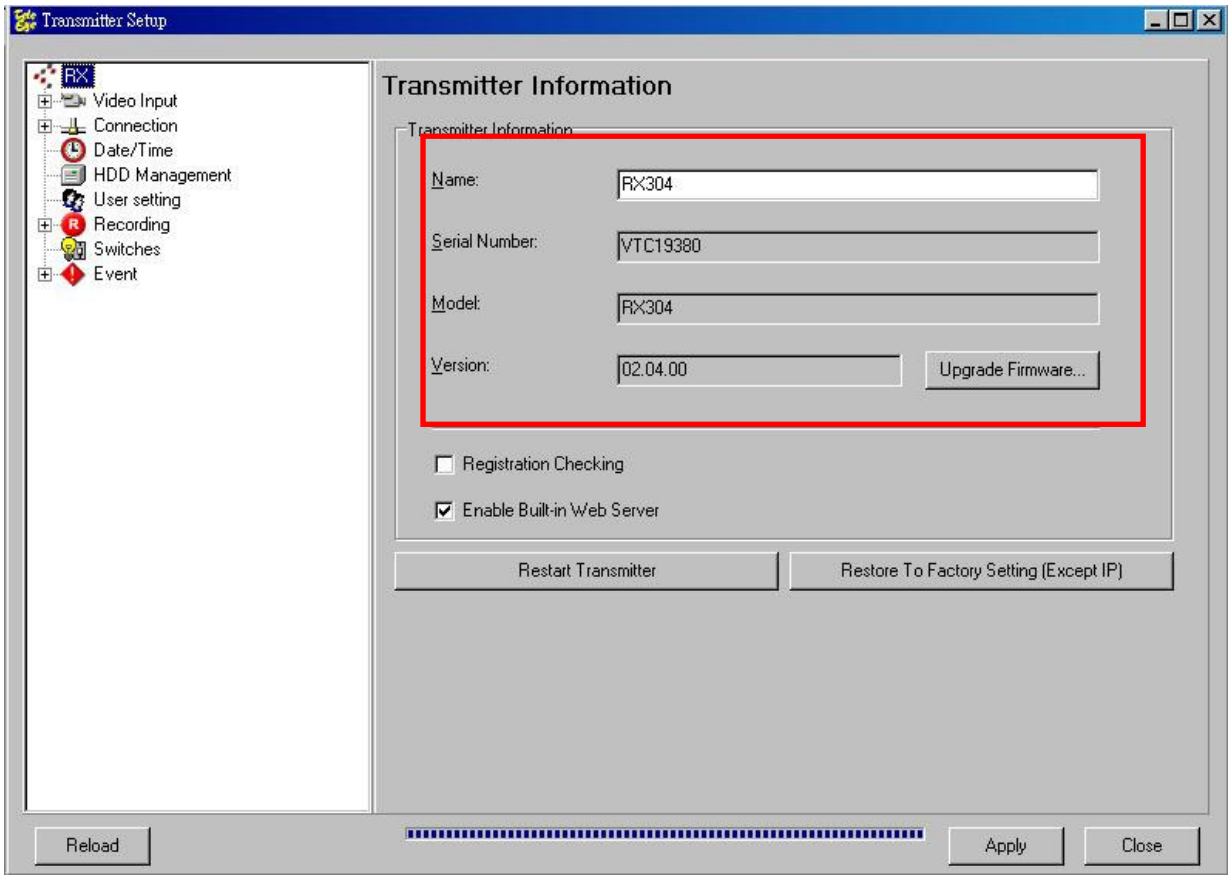
This shows the serial number of ***Tele*Eye RX** video transmitter.

Model

This shows the model of ***Tele*Eye RX** video transmitter.

Version

This shows the firmware version of ***Tele*Eye RX** video transmitter.



7.2 Change Password, Upgrade Version & Registration Checking

***Tele*Eye RX** transmitter provides high level of access security protection. It has administrator and user account privilege to protect normal user to change the transmitter setup illegally. Registration checking prevents the transmitter from illegal access by ***Tele*Eye CMS** of other PC.

Administrator Password

It is the administrator account password. Some operations need to enter the administrator password, such as transmitter setup, entering event log and recording. Default administrator password is **000000**.

User Password

It is the user account password. Normal user can connect to the transmitter using this password. Default user password is **123456**.

☞ *If user forgets the administrator or user password (not the default one), please contact us via email to : support@TeleEye.com.*

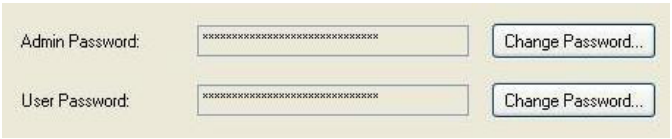
☞ *Administrator and user password are saved on each* ***Tele*Eye *RX*** *transmitter, not the PC.*

Registration Checking

If user has registered the transmitter, registration checking can be enabled. Registration checking function is disabled at default.

For transmitter registration procedure, please refer to Section 2.3 Registration Record for ***Tele*Eye** *RX Video Transmitter.*

Change Password Procedure :



Step 1 : On **{Transmitter Information}** panel, click **[Change Password]** button for administration password or user password change

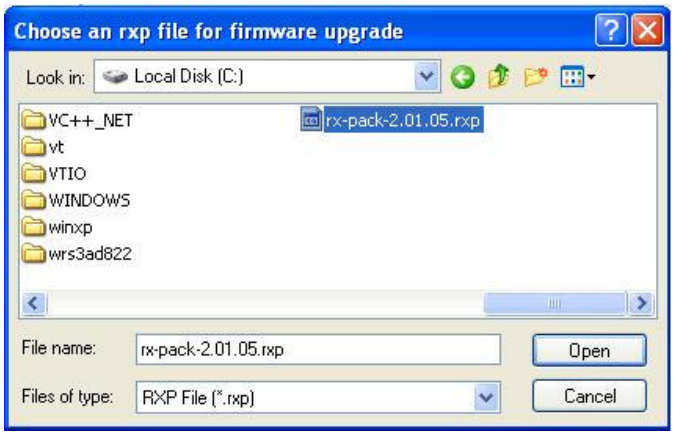
Step 2 : Enter the old password, new password and confirm the new password. Click **[OK]** to save the new password and exit the panel. Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

Registration Checking Procedure :

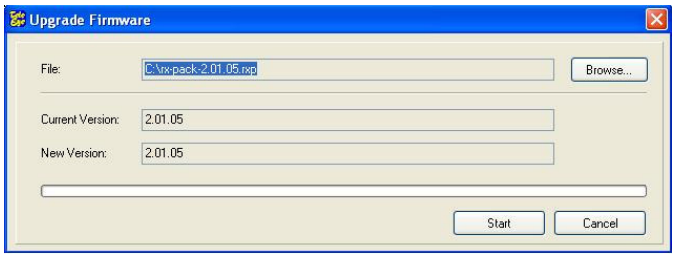
Step 1 : On **{Transmitter Information}** panel, click **[Registration Checking]** checkbox. Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

Upgrade Version Procedure :

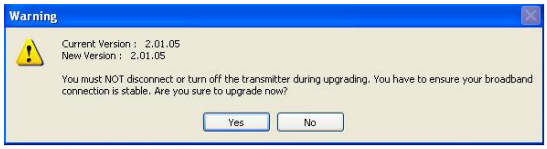
Step 1 : On **{Transmitter Information}** panel,click**[Upgrade Firmware]**



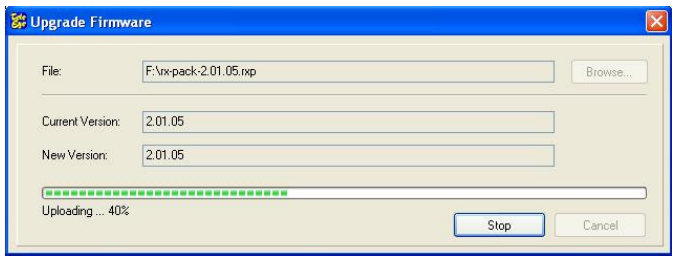
Step 2 : A panel **[Choose an rxp file for firmware upgrade]** will pop up. Choose the rxp file and click **[Open]**.



Step 3: A panel **[Upgrade Firmware]** will pop up and click **[Start]** to start upgrading.



Step 4: A warning message will pop up, click **[Yes]** to continue



Step 5: Wait until the progress bar becomes full.

**Do not close the panel until upgrading finished.

7.3 Video Settings

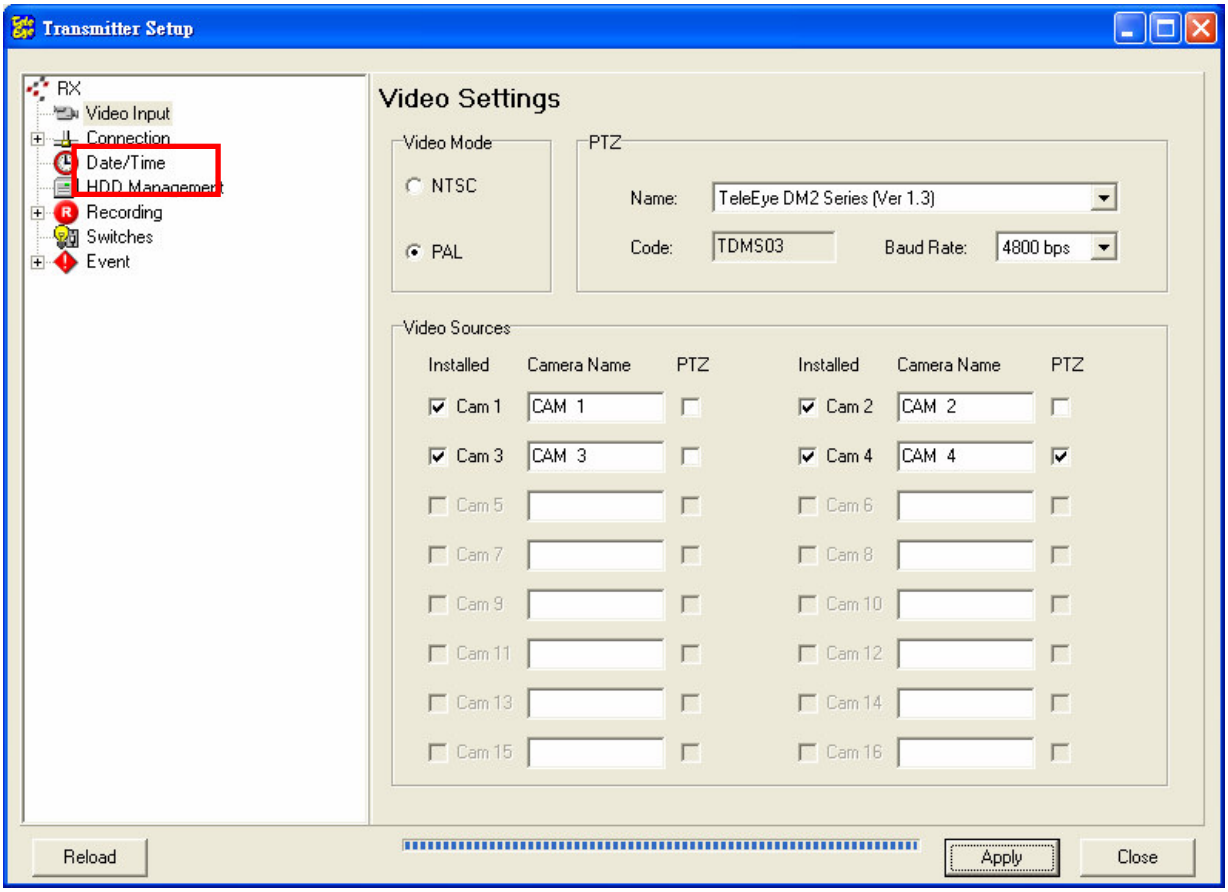
Video input menu allows user to do the camera related settings : video mode, PTZ driver, camera installation and camera name.

Video Mode

It is the video standard setting. Video mode supports **NTSC** and **PAL** option. All cameras connected to the transmitter are necessary to have **same** video mode.

Video Input Setup Procedure :

Step 1 : Click **[Video Input]** option on **{Transmitter Setup}** panel to enter **{Video Settings}** panel.



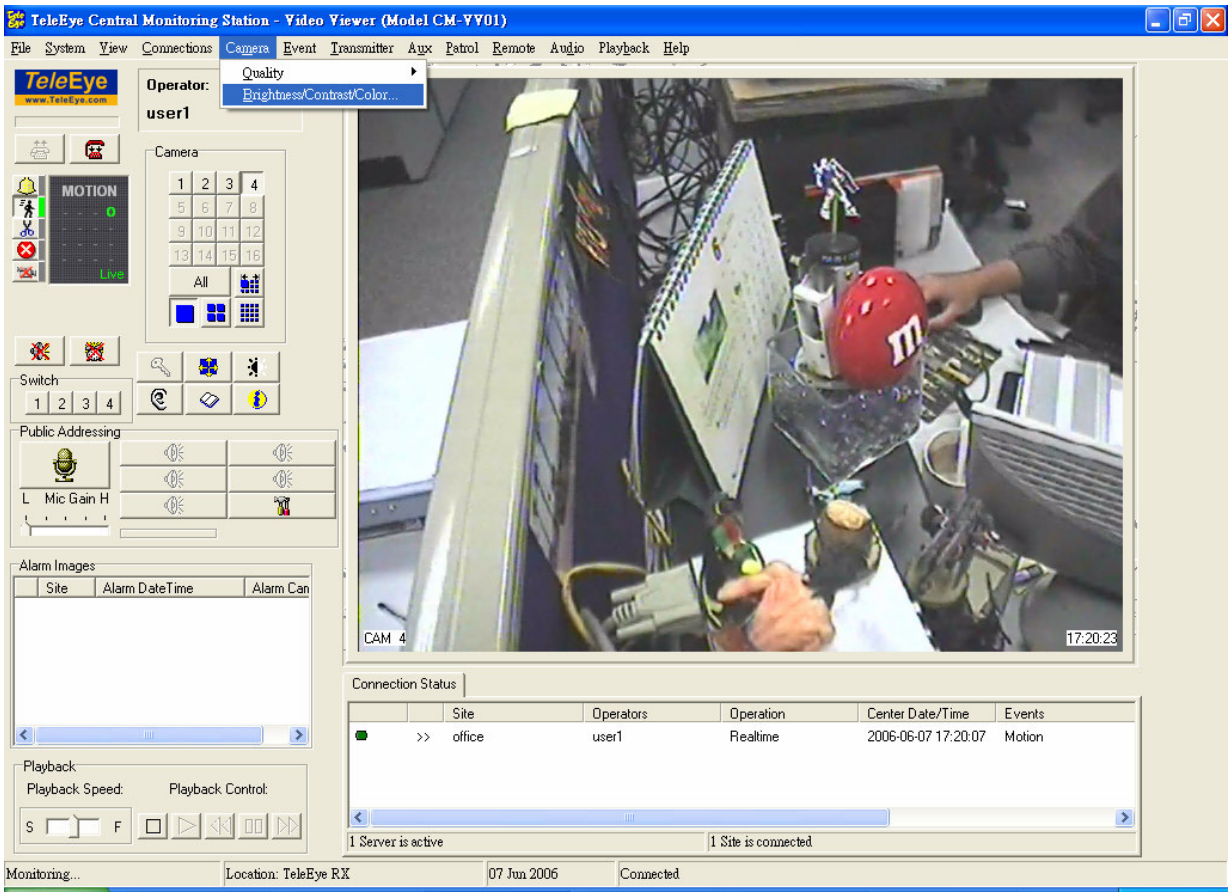
Step 2 : Click the button to select **NTSC** or **PAL** video mode

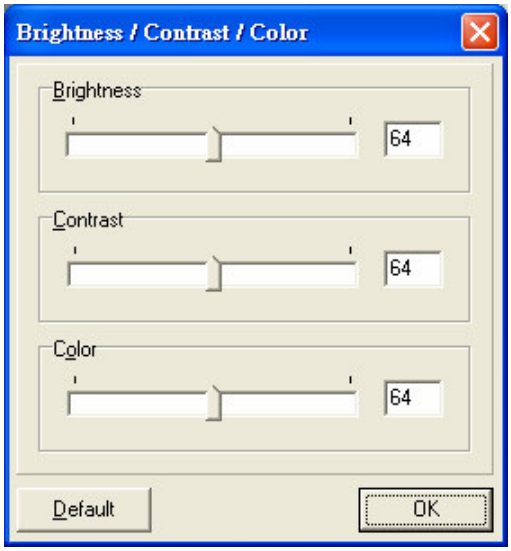
Step 3 : Click **[Installed]** checkbox to install the camera and edit the camera name.

Video Properties Setting :

User is able to change the brightness constant and color level of the video input.

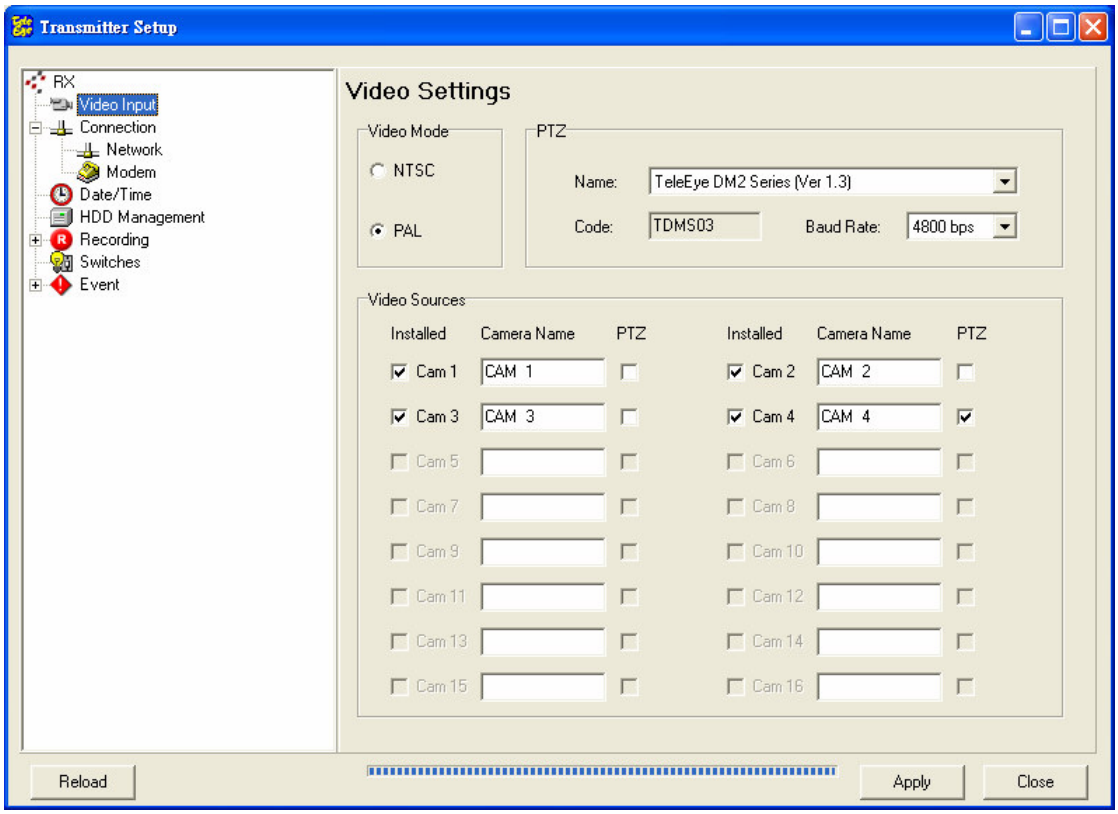
Click **[Camera]** → **[Brightness/Constant/Color…]** option on **{Main Panel}** to enter **{Video Properties}** panel

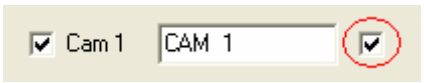



Brightness / Contrast / Color
Brightness
64
Contrast
64
Color
64
Default
OK

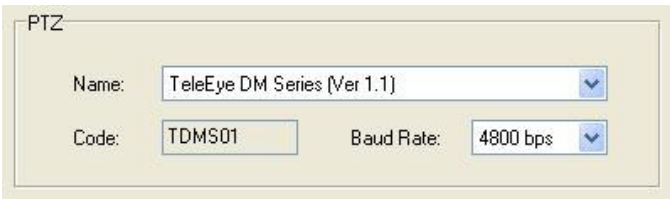
PTZ Driver

The transmitter supports 3 types of PTZ driver : Pelco D, ***Tele*Eye** DM4 Series and ***Tele*Eye** DM Series. The 5 baud rate levels : **2400bps**, **4800bps**, **9600bps**, **14400bps** and **19200bps**.





Step 1: Please click the box of the camera that you wish to enable PTZ function



Step 2: Select PTZ driver and baud rate. Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

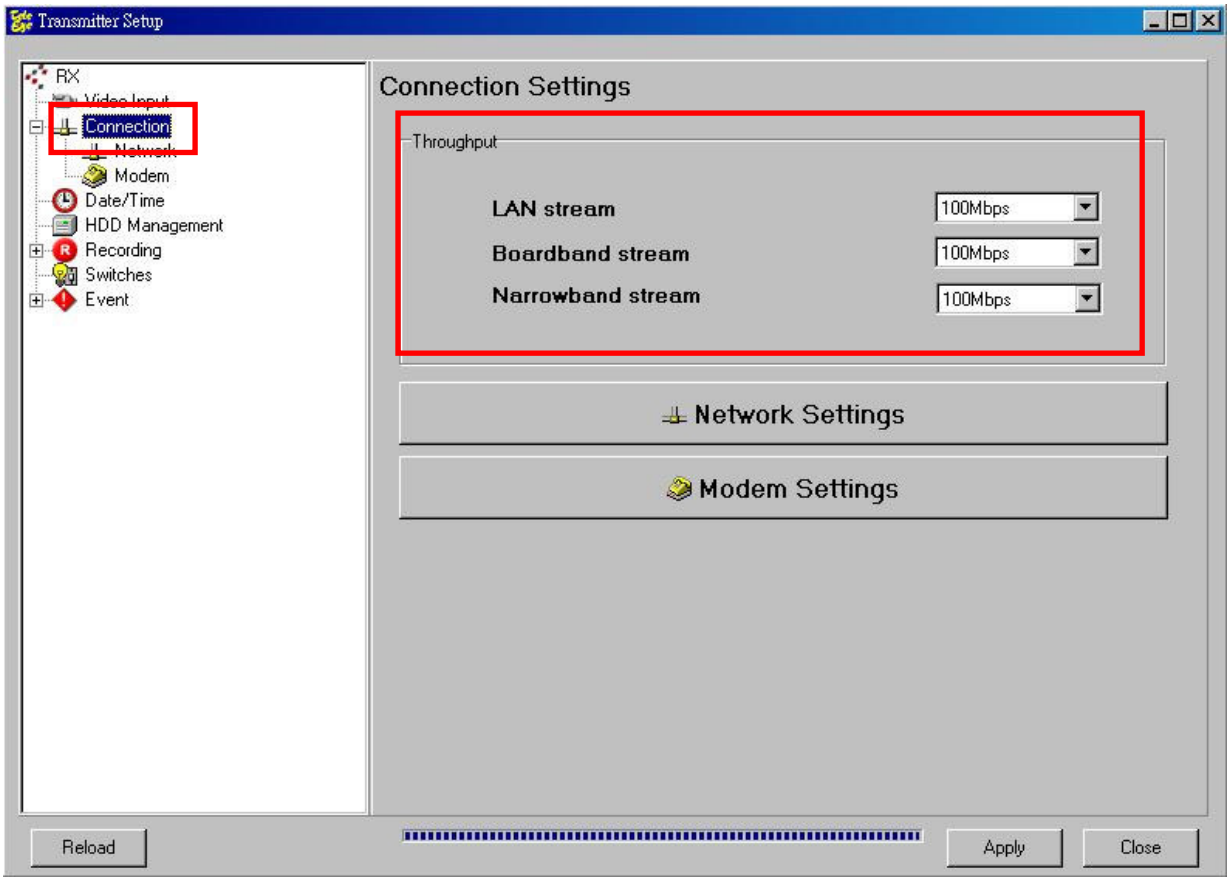
7.4 Connection

***Tele*Eye RX** transmitter supports different kinds of connection device. The menu allows user to set TCP/IP and modem settings.

Connection Setup Procedure :

Click **[Connection]** option on **{Transmitter Setup}** panel to enter **{Connection Settings}** panel.

The LAN/Boardband/Narrowband stream rate can be changed from 9.6Kbps to 100Mbps.



7.4.1 Network Settings

Network settings menu allows user to do TCP/IP connection stream configuration. If user install ***Tele*Eye RX** transmitter for the first time, it is highly recommended to follow the setup steps in the ***Tele*Eye RX** User Guide first.

IP

The Internet protocol (IP) address of the transmitter set by user or given by user's ISP.

Gateway

The Internet protocol (IP) addresses of the router / network switch of user's network or given by user's ISP that is connected to the transmitter.

DNS

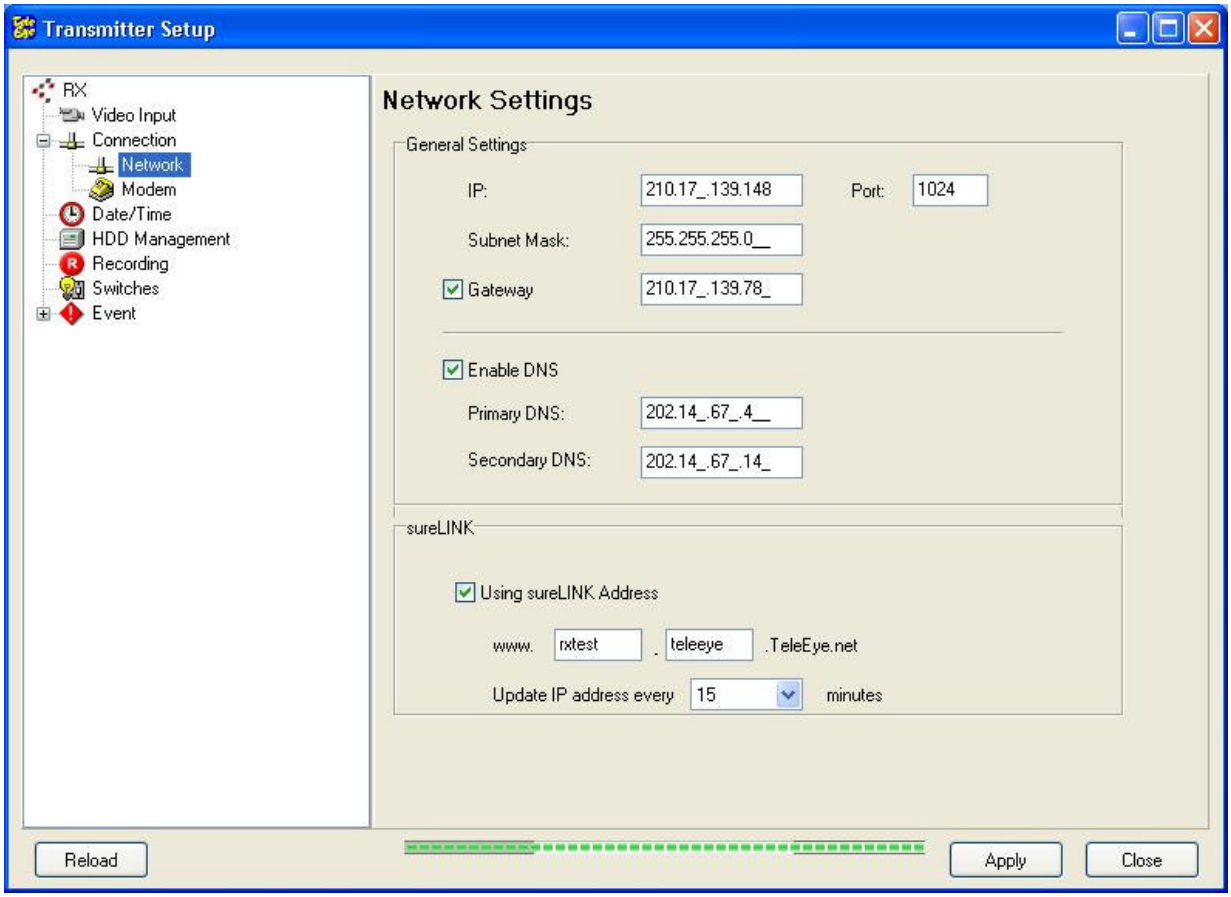
The Internet protocol (IP) address of the domain name server (DNS) of user's network or given by user's ISP that is connected to the transmitter.

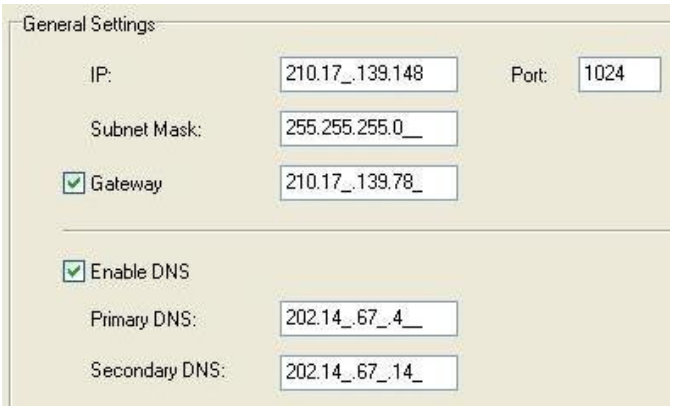
***sure*LINK**

***sure*LINK** supports ***Tele*Eye** transmitter with dynamic IP. User can set ***sure*LINK** to update the transmitter IP every 15 minutes, 30 minutes, 45 minutes and 60 minutes. User need to apply for a ***sure*LINK** account before using this function.

Network Settings Procedure :

Step 1 : Click **[Connection]** → **[Network]** option on **{Transmitter Setup}** panel to enter **{Network Settings}** panel





Step 2 : Fill in the general network setting items.

Step 3 : Click **[Using *sure*LINK Address]** checkbox to enable ***sure*LINK** function. Fill in the ***sure*LINK** with the recommended format :

www.your_site.your_company.TeleEye.net

Select ***sure*LINK** address refresh rate.

Step 4 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

☞ *If user changes any connection settings, after pressing **[Apply]** button, the transmitter will restart.*

7.4.2 Modem Settings

Network settings menu allows user to do modem connection configuration. If user install ***Tele*Eye RX** transmitter for the first time, it is highly recommended to follow the setup steps in the ***Tele*Eye RX** User Guide first.

Baud Rate

It is the baud rate of the modem connection. Higher baud rate can have higher connection speed.

Ring Count

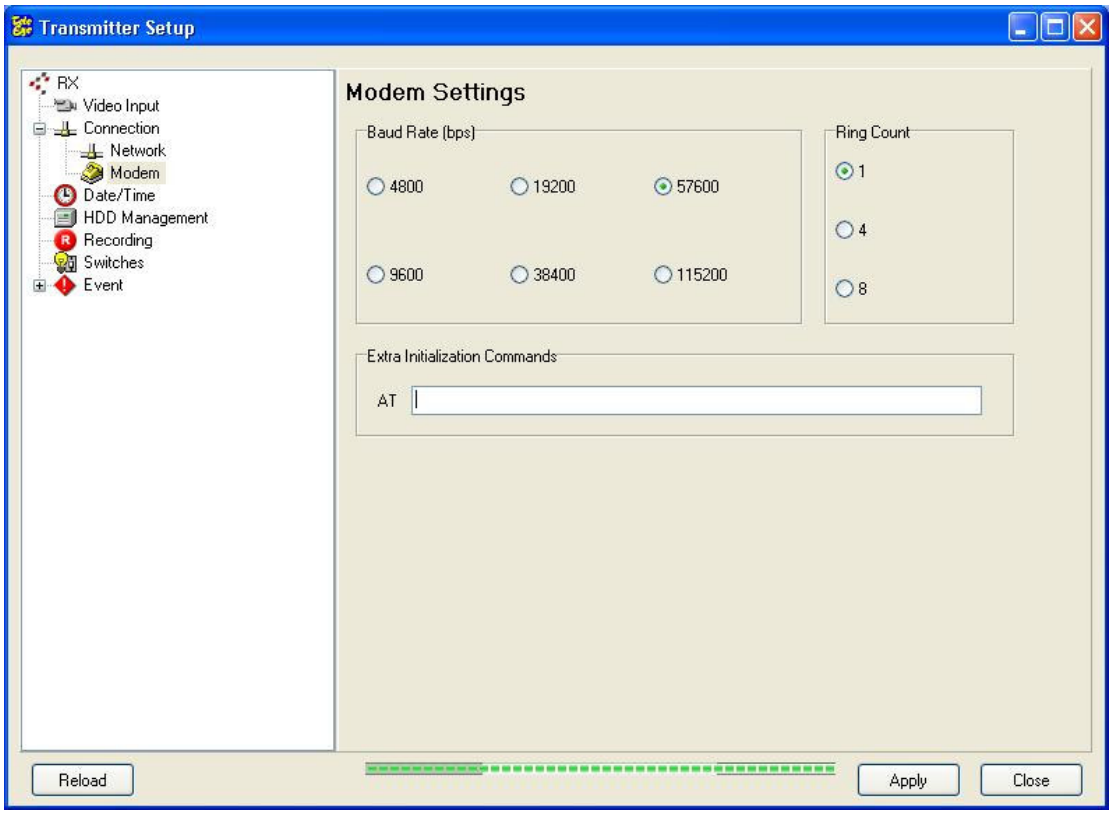
It is the ring count of the modem before connecting to the transmitter.

Extra Initialization Command

It is used for inputting modem AT command for controlling the modem.

Modem Settings Procedure :

Step 1 : Click **[Connection]** → **[Modem]** option on **{Transmitter Setup}** panel to enter **{Modem Settings}** panel



Step 2 : Choose **[Baud Rate]** and **[Ring Count]** setting items.

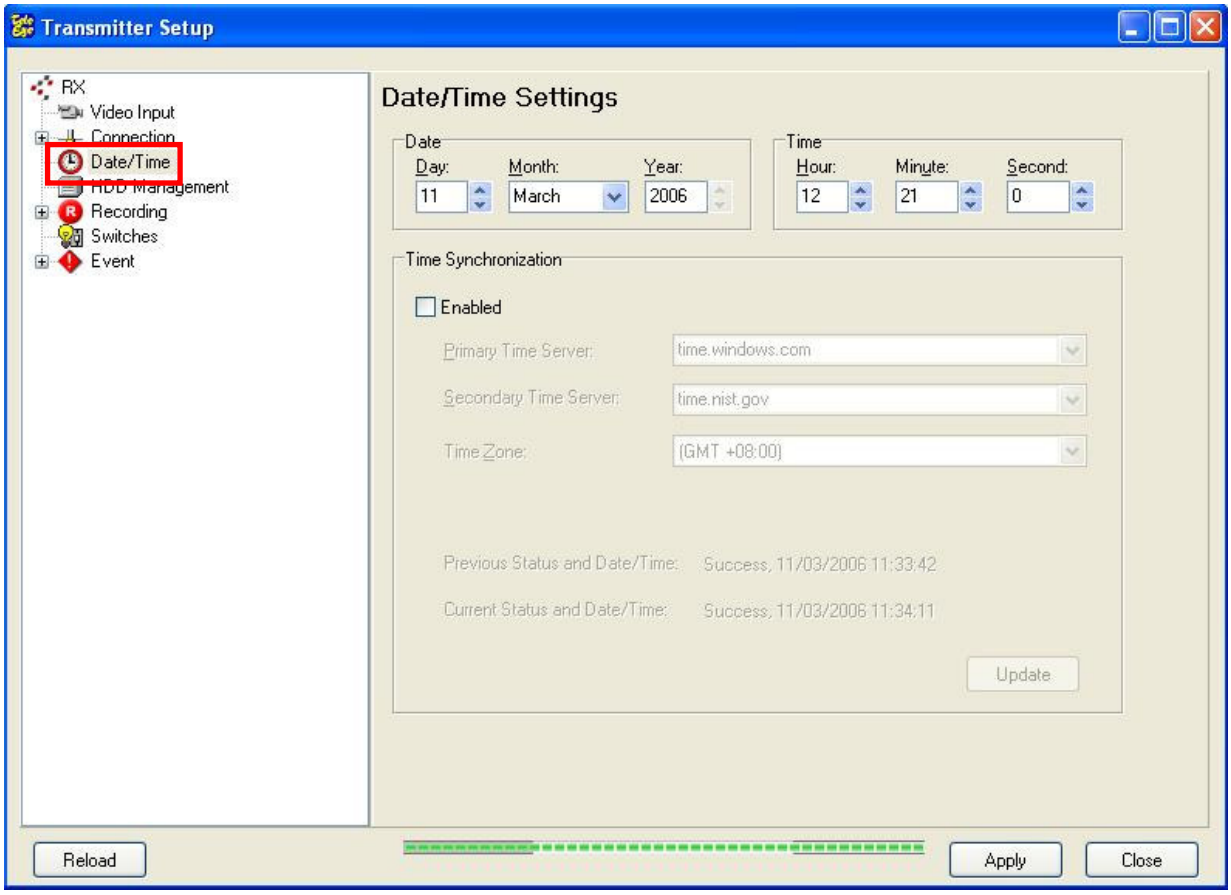
Step 3 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

7.5 Date / Time

It allows users to set the clock for ***Tele*Eye RX** transmitter manually or automatically with the internet clock.

Date / Time Setup Procedure (manually):

Step 1 : Click **[Date / Time]** option on **{Transmitter Setup}** panel to enter **{Date / Time Settings}** panel.

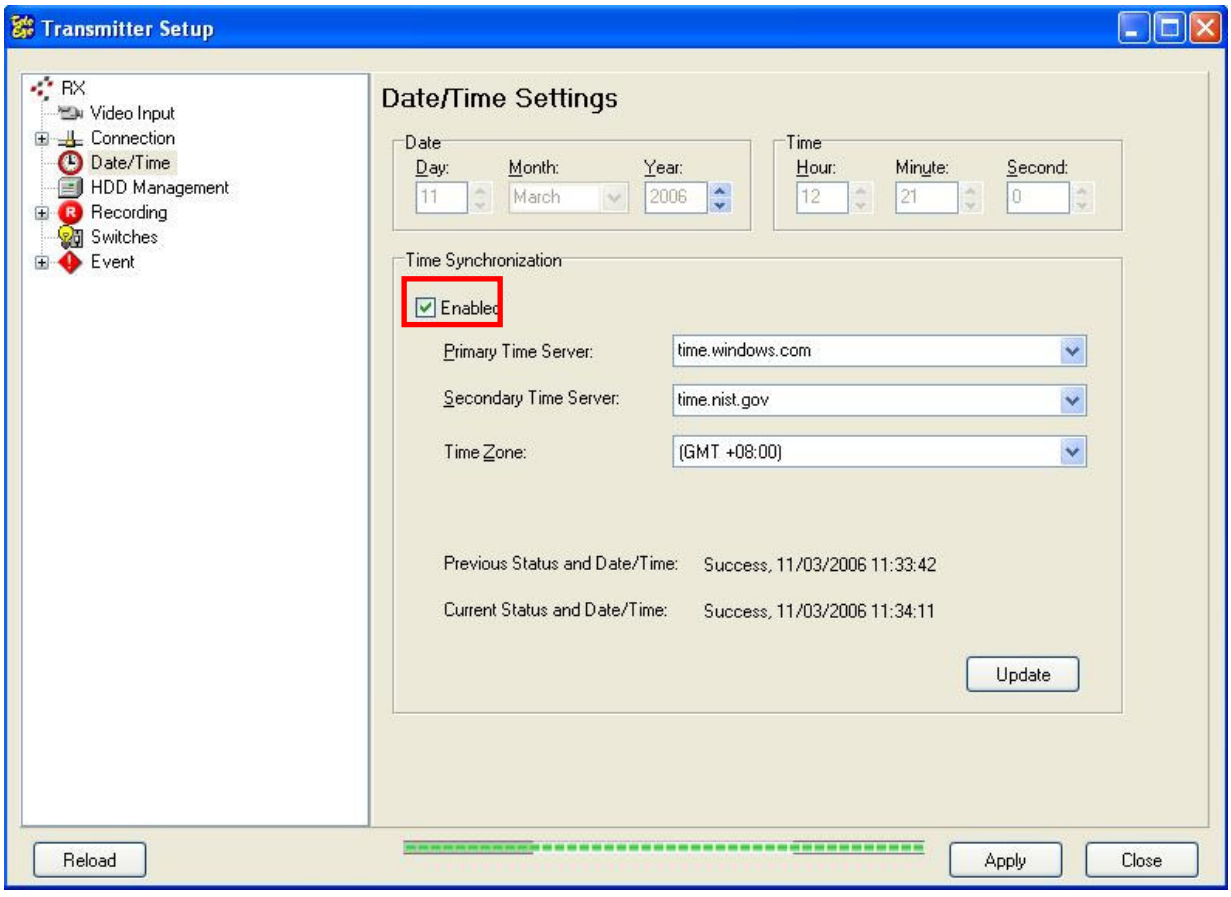


Step 2 : Select the date and time

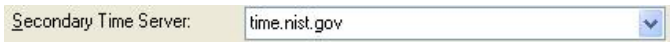
Step 3 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

Date / Time Setup Procedure (with internet clock):

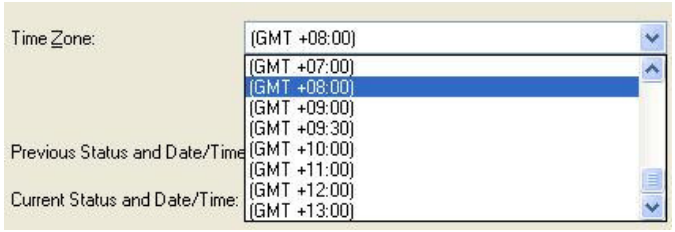
Step 1 : Click **[Enable]** checkbox in the **{Date / Time Settings}** panel.



Step 2 : Input the address of time server in **[Primary Time Server]**



Step 2 : Input the address of the secondary time server in **[Secondary Time Server]**



Step 2 : Choose country from the combo box button **[Country]**

Step 3 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

7.6 HDD Management

This menu allows user to view the hard disk information, scan disk and format disk.

Model No.

The model number of the hard disk

Serial No.

The serial number of the hard disk

Capacity

The total capacity of the hard disk

Used Space

It is the used up capacity of the hard disk. **Cycled** means the oldest recording data has been removed due to cyclic disk mode for recording.

Scan Disk

***Tele*Eye RX** transmitter provides this function so as to rescue the hard disk when errors are found, and to enhance its performance and reliability. After scanning, if there is any damaged file, it will be deleted so that the remaining normal videos can playback.

It will be used in the following cases:

- You cannot playback the recorded videos
- You cannot search the desired video from the recording log. Although you can find it, you cannot play it
- You wonder if the hard disk has any problem

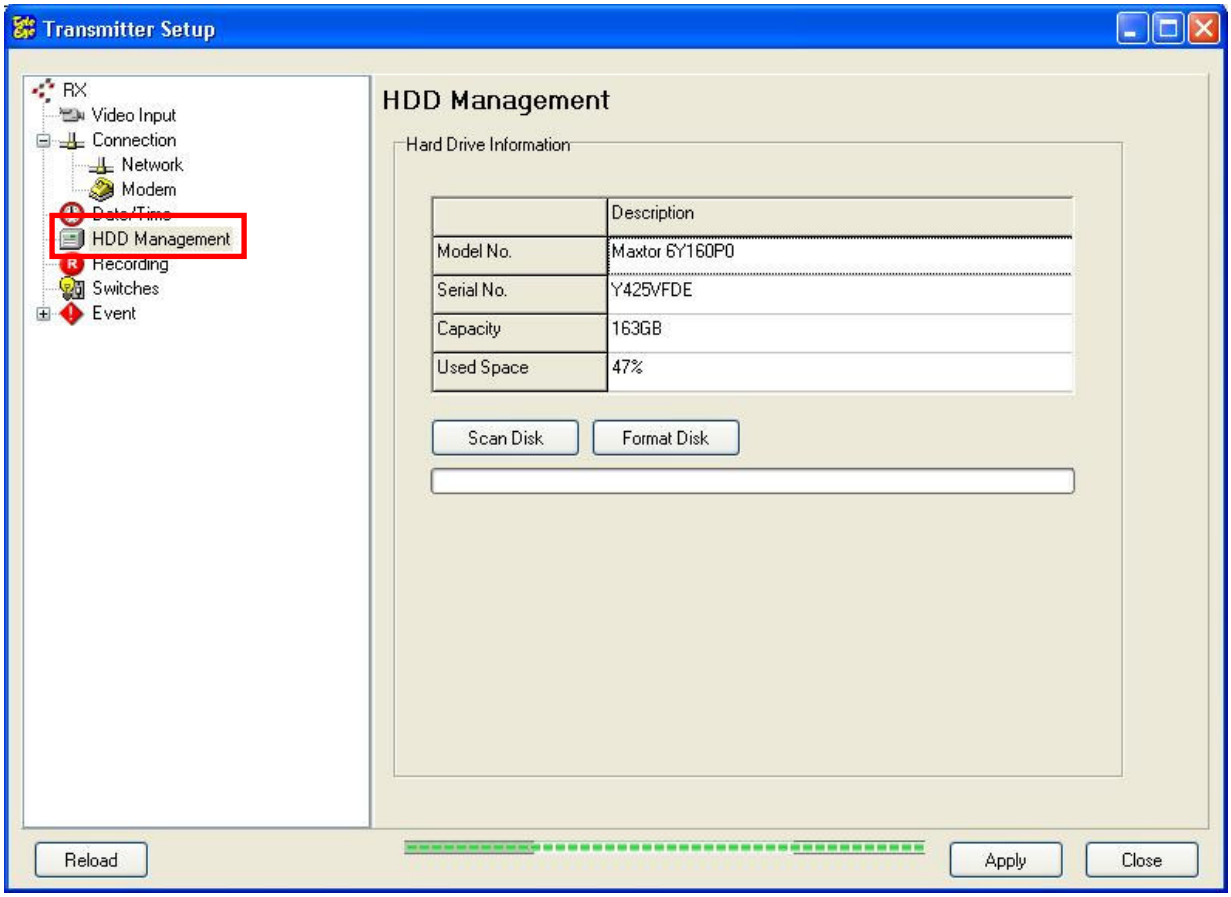
Format Disk

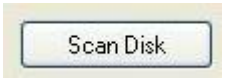
It is used for cleaning up hard disk space for new recording. After formatting, the transmitter will restart automatically.

☞ *During scan disk or format disk, all recording, playback, scan disk and format disk through OSD menu are* ***terminated****.*

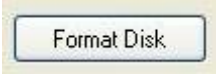
HDD Management Procedure :

Step 1 : Click **[HDD Management]** option on **{Transmitter Setup}** panel to enter **{HDD Management}** panel.





Press **[Scan Disk]** button to do scan disk



Press **[Format Disk]** button to do format disk. After formatting, the transmitter restarts.

7.7 Recording Setup

***Tele*Eye RX** transmitter supports manual recording and event recording.

Recording Mode

Manual recording provides 6 recording modes, **1 frame per second** (**1 FPS**), **2 frames per second** (**2 FPS**), **3 frames per second** (**3 FPS**), **4 frames per second** (**4 FPS**), **5 frames per second** (**5 FPS**) and **continuous mode**. In 1 FPS mode, the recording frame rate is less, so the storage size is smaller. In continuous mode, the recording frame rate depends on the number of recording camera and more than 1 FPS, so the storage size is larger.

☞ *If event recording and manual recording are doing at the same time, recording mode will follow the one with **higher** frame rate.*

Disk Mode

For cyclic disk mode, **the oldest recording data** can be erased in hard disk if the hard disk is full, and continue to record video. For fix disk mode, **all recording** is stopped if hard disk is full.

Quality

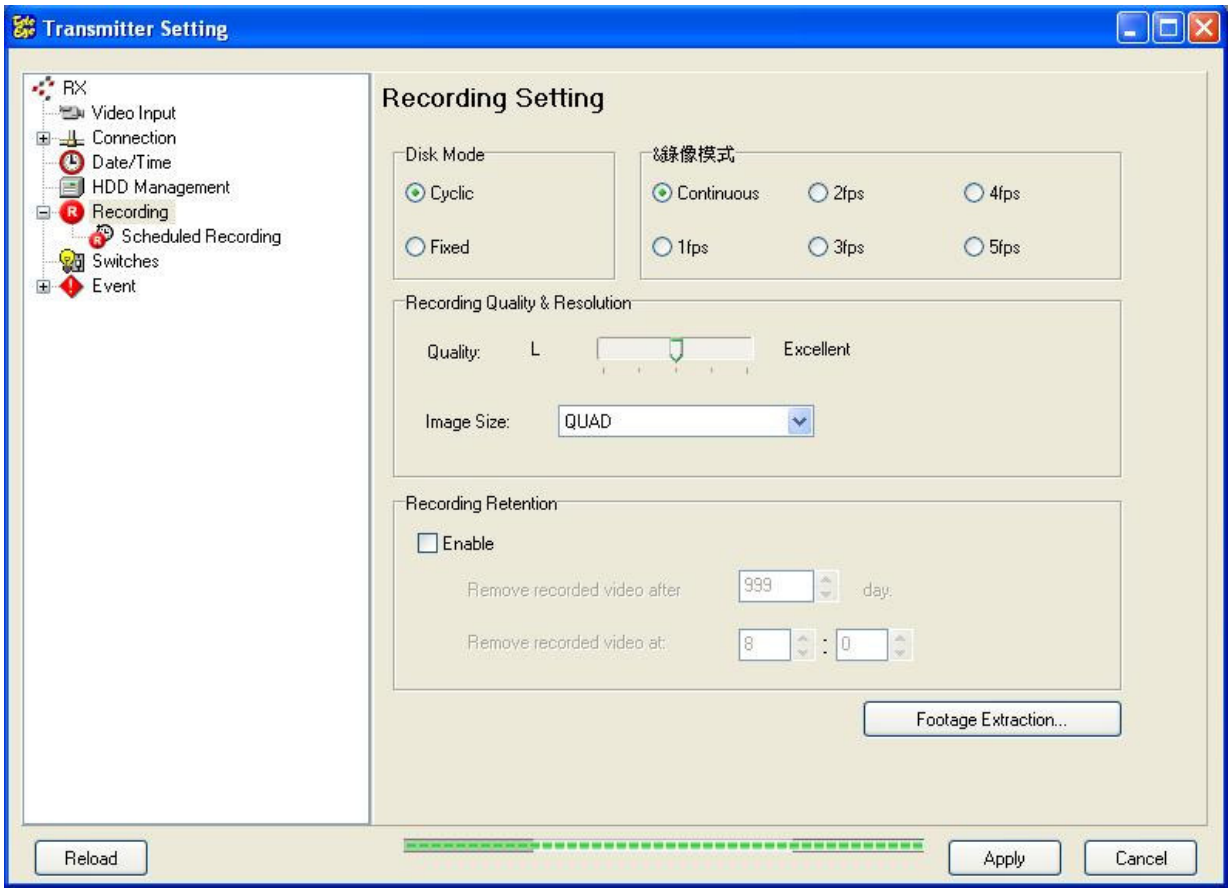
This is the quality of the recorded video. The quality is divided into 5 levels (in ascending quality order) : **low**, **fair**, **medium**, **good** and **excellent**.

Image Size (Resolution)

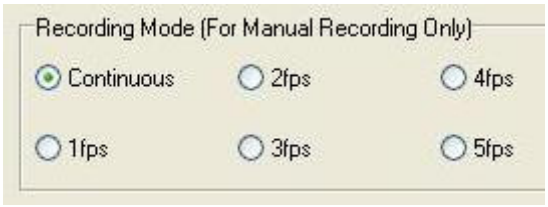
This is the display resolution for the recorded video. **Full** is the resolution suitable for full screen display. **Quad** is the resolution suitable for quarter screen display. During playback, quad resolution video may have several noises in full screen display mode.

Recording Setup Procedure :

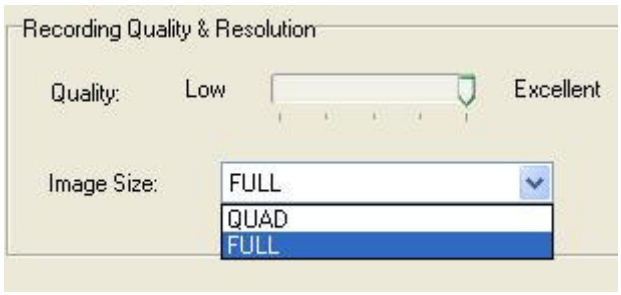
Step 1 : Click **[Transmitter]** → **[Settings]** on the **{Main Panel}**. Enter the administrator password to pop up **{Transmitter Setup}** panel. Click **[Recording]** option



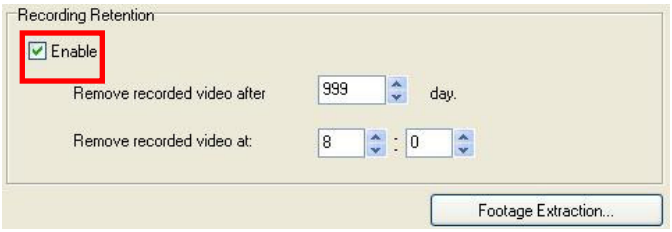
Step 2 : Click **[Cyclic]** or **[Fixed]** option for disk mode.



Step 3 : Click **[Continuous]**, **[1fps]**, **[2fps]**, **[3fps]**, **[4fps]** and **[5fps]** for recording mode.



Step 4 : Move the scroll bar to adjust **[Quality]**. Click **[FULL]** or **[QUAD]** option for image size. Press **[OK]** button to exit the panel.



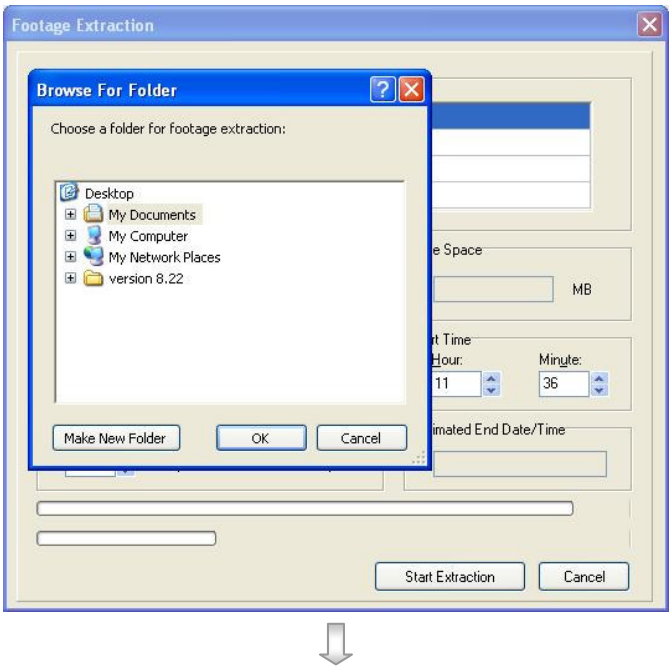
Step 5: Click **[Enable]** and set the day and time for removing the recorded video.

Step 6 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

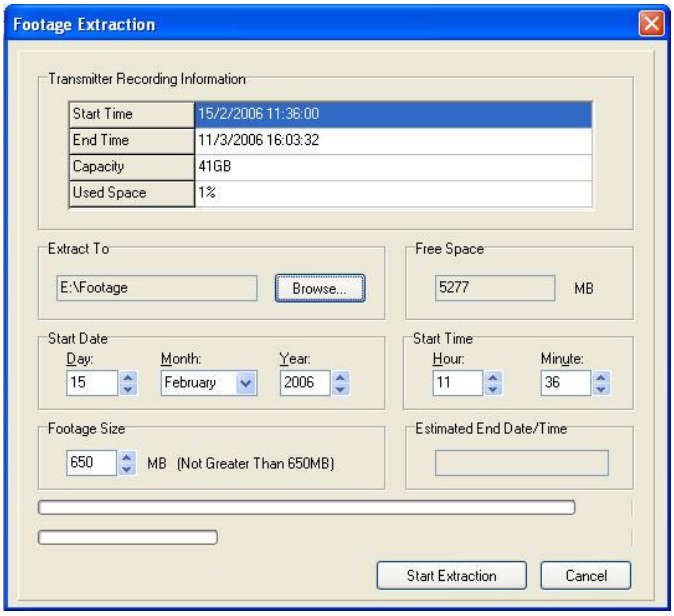
7.7.1 Remote Footage Extraction

This function can back up the data stored in the transmitter into local hard disk. User only need to select the amount of memory and start time for back up and the function will calculate the end time automatically.

Step 1: Click on **[Remote Footage Extraction]** button

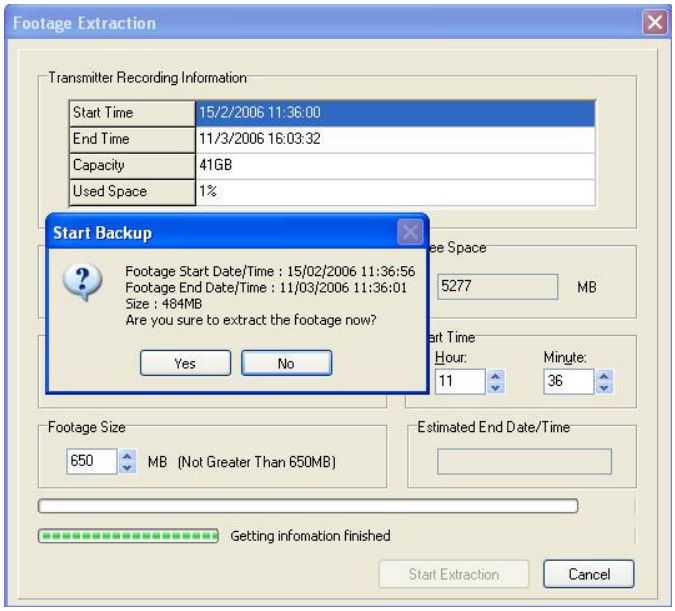


Step 2 : **{Remote Footage Extraction}** panel and **{Browse For Folder}** will pop up. Choose a folder for extraction and click **[OK]**.

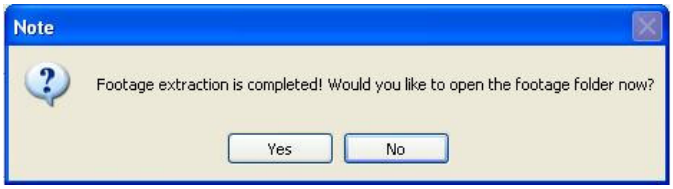


Step 3 : In **{Footage Extraction}** panel, input Start Date, Start Time and Footage Size in the boxes provided. The Estimated End Date/Time will be calculated automatically.

Click **[Start Extraction]** to start.



Step 4 : A **{Format}** panel will pop up. Click **[Yes]** to continue



Step 5 : When the extraction is finished, **{Note}** will pop up. Click **[Yes]** or **[No]** to choose open the footage folder or not.

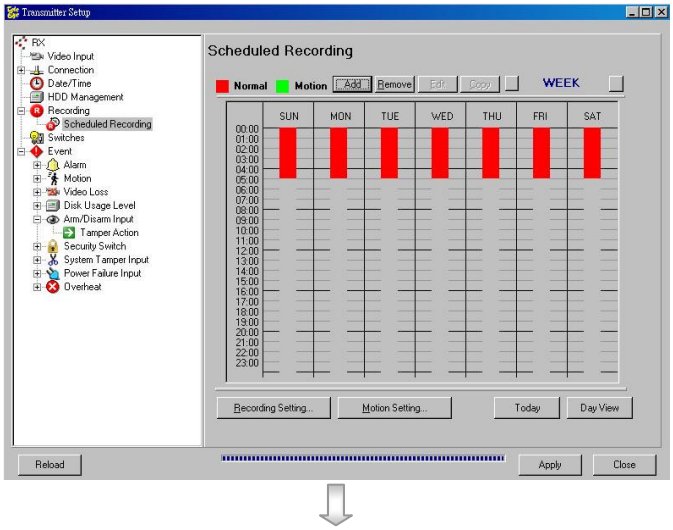
Backup will not be successful if --

1. Two sites carrying out backup process in the remote site at the same time.

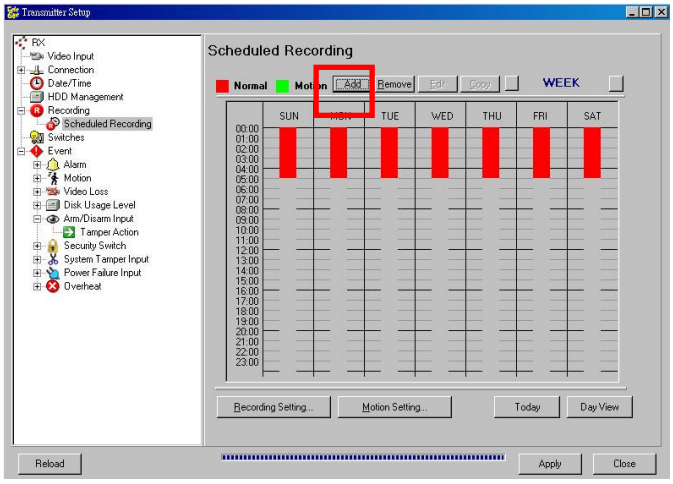
2. Recording retention process carrying out at the same time.

7.7.2 Scheduled Recording

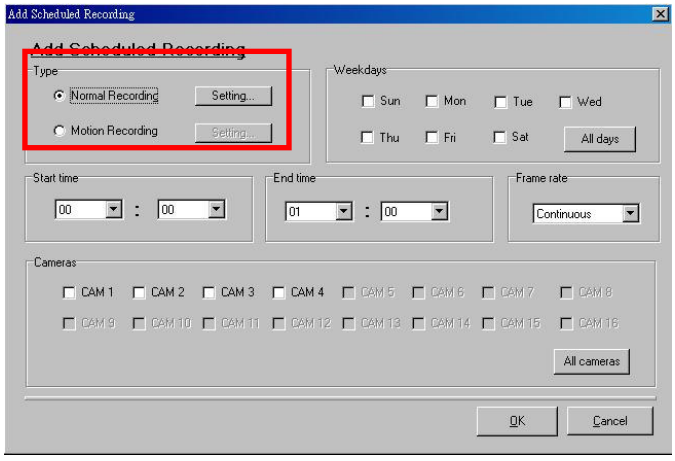
This function can set up a recording schedule to the transmitter. User only needs to add a new schedule and the start/end time of recording.



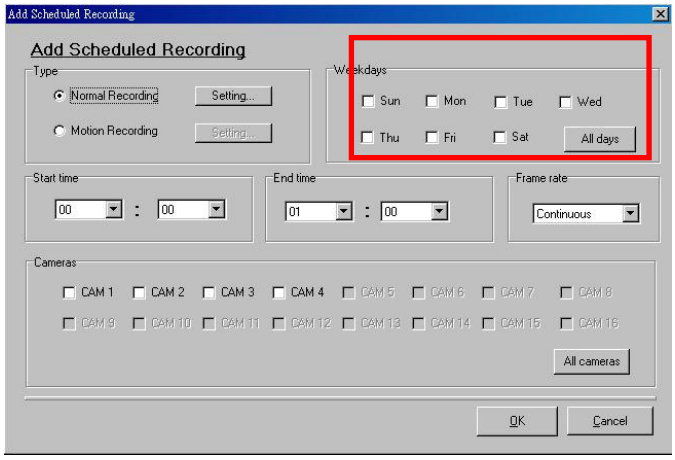
Step 1: Click on **[Scheduled Recording]** button



Step 2 : **{ADD}** panel and **{Add Schedule Recording}** will pop up.

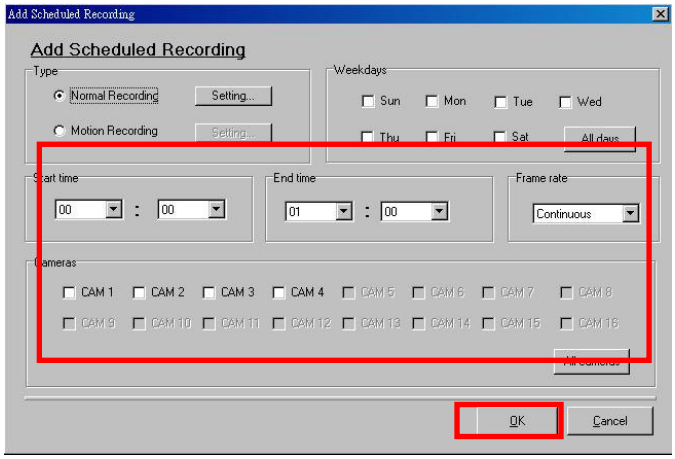


Step 3: Select either **{Normal Recording}** or **{Motion Recording}**



Step 4: Select the weekday/s to record

Click **{All Day}** if you wish to record for a week.



Step 5: Set the Start/End time of the recording, frame rate and the camera to be recorded

Click **{Ok}** to save and exit.

7.8 Switches

7.8.1 Switches Settings

***Tele*Eye RX** transmitter supports to control 4 external relays (switches) driven by event or manually. User is recommended to define the type and delay of the switches before using.

Switch Type

Switch has 2 types, **latching** and **push-button**. For **latching**, the switch turns on for a period of time. For **push-button**, the switch turns on for 1 second.

Latching Duration

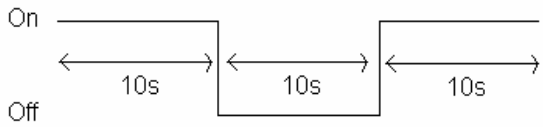
The latching duration period is the period of time which the switch is on.

Action Delay

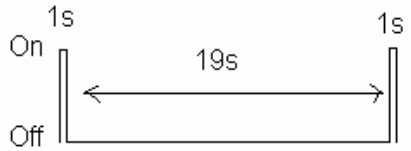
The delay is the period of time after turning off the switch before next turning on.

Latching Duration and Action Delay Example

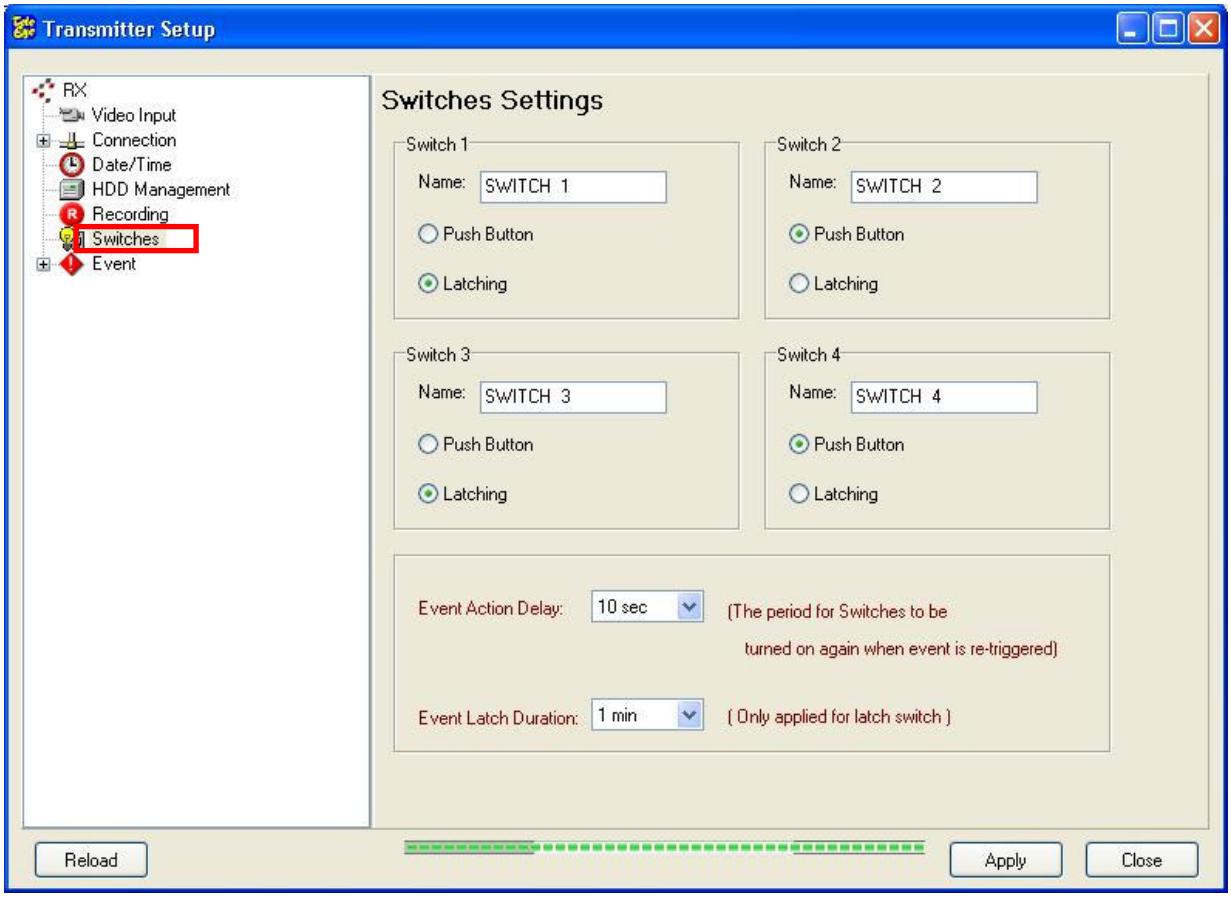
For latching switch, set latching duration to be 10 sec and action delay to be 10sec. If an event is triggered, the status of the switch is shown on the right.



For push-button switch, set latching duration to be 10sec and action delay to be 10sec. If an event is triggered, the status of the switch is shown on the right.

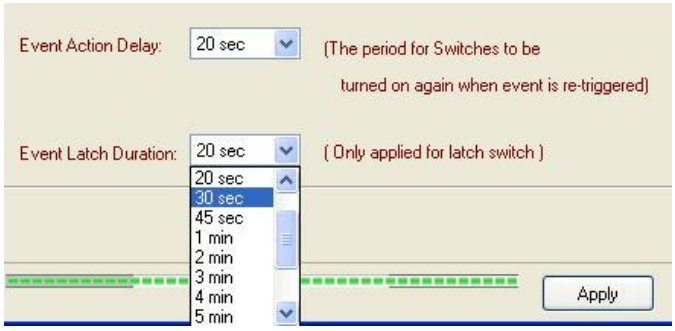


Switches Setup Procedure :



Step 2 : Edit the name of the switch.

Step 3 : Select **[Push Button]** or **[Latching]** option for switch type.



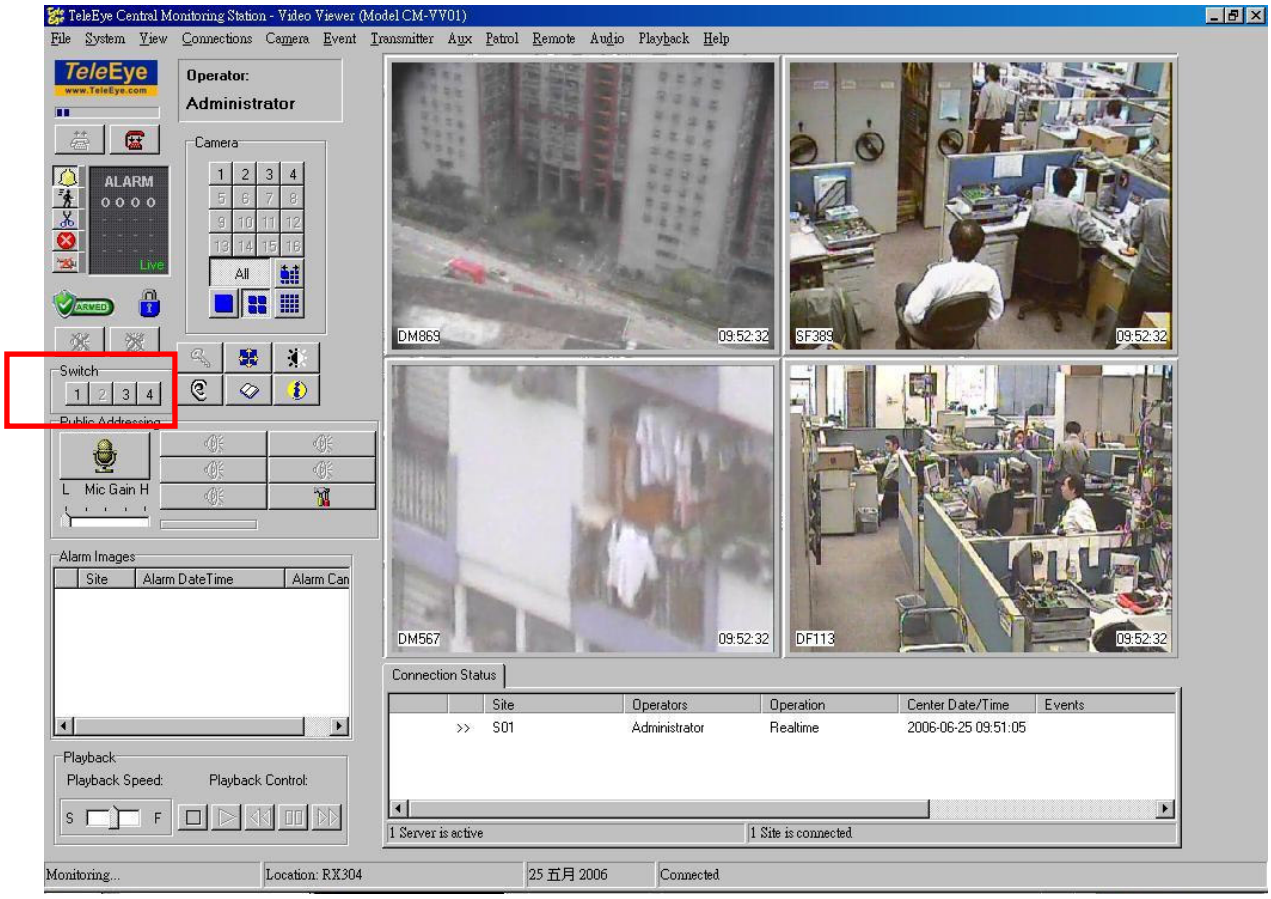
Step 4 : Click **[Event Action Delay]** to select the time switch action delay. Click **[Event Latch Duration]** to select the time switch latch duration. Press **[OK]** button to exit the panel.

Step 5 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

7.8.2 Switches Control

***Tele*Eye CMS** supports manual switch control.

Switches Control Procedure :



Step 2 : Press **[1]**, **[2]**, **[3]** or **[4]** button to set the corresponding switch on or off.

Step 3 : For example of switch state, **[2]** and **[4]** button are ON state and **[1]** and **[3]** button are OFF state.

User cannot control the switch 1 or switch 2 if switch 1 and switch 2 are associated with arm/disarm input and security switch respectively. In additions, **[1]** and **[2]** button are dim (disable) on **{Switch Control}** panel.

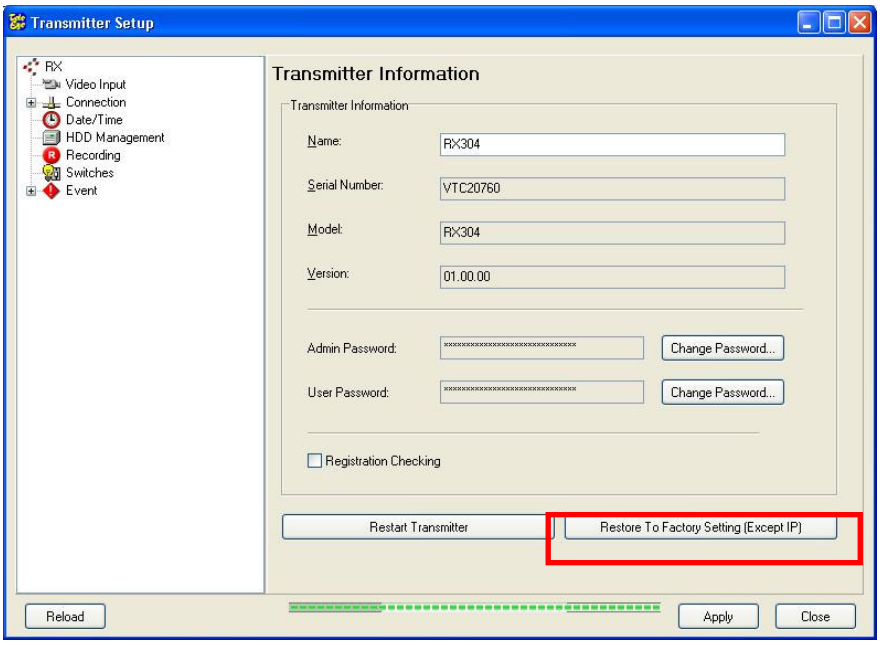
7.9 Restore Factory Setting

***Tele*Eye Central Monitoring Station** supports to restore factory default setting without restoring the network setting, so remote user can connect to the transmitter again after the restoration. User can get back the original default factory setting by using the function.

☞ *The Video Viewer will not reconnect to the transmitter after the restoration. User need to connect to the transmitter manually.*

Restore Factory Setting Procedure :

Step 1 : On **{Transmitter Information}** panel, click **[Restore To Factory Setting (Except IP)]** to restore the factory setting.



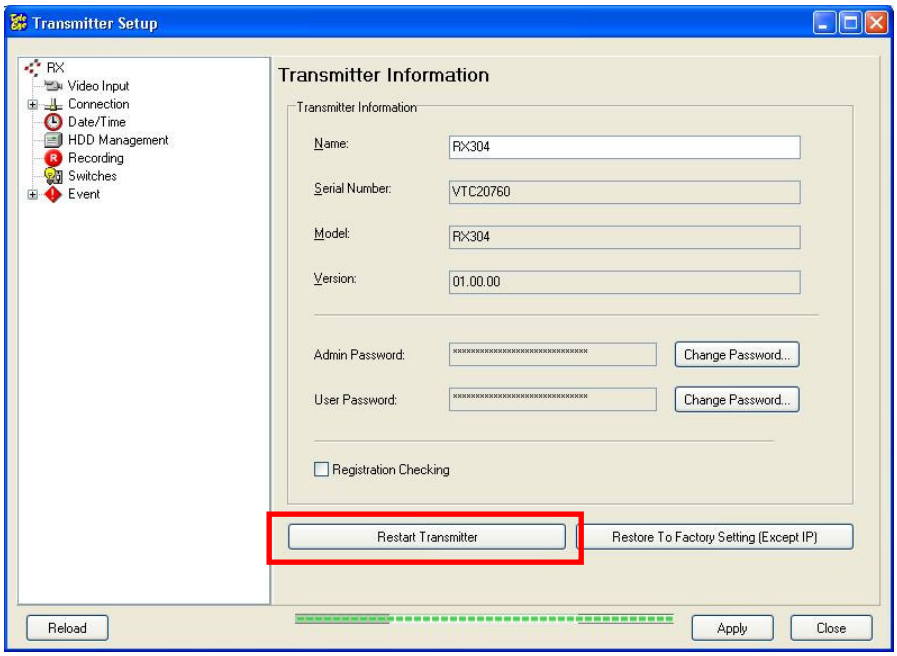
Step 2 : Click **[Yes]** to restore the factory setting. The transmitter will restart afterward.

7.10 Restart Transmitter

Remote user can restart the transmitter by using this function, but the Video Viewer will not reconnect to the transmitter after the restoration. User needs to connect to the transmitter manually.

Restart Transmitter Procedure :

Step 1 : On **{Transmitter Information}** panel, click **[Restart Transmitter]** to restart transmitter.



Step 2 : Click **[Yes]** to restart the transmitter.

8 Event Handling

8.1 Event

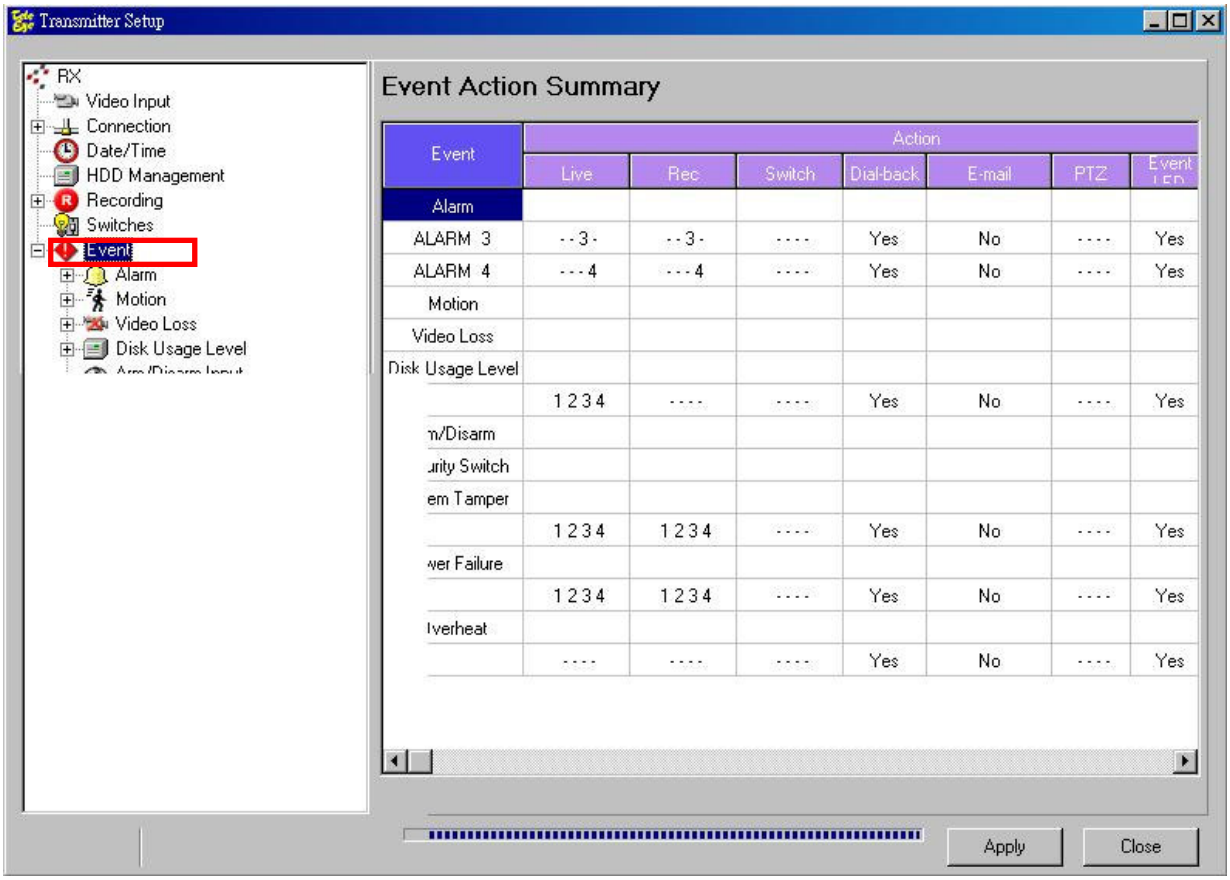
***TeleEye* RX** video transmitter supports 9 types of event.

1. **Arm/Disarm**
2. **Overheat**
3. **Alarm**
4. **Motion**
5. **Video Loss**
6. **Security Switch**
7. **System Tamper**
8. **Power Failure**
9. **Disk Usage Level**

User can know what situation occurs at the surveillance area if these events are being triggered or have been triggered. The event purpose and detail setting procedure will be introduced in this section.

Event Setup Procedure :

{Transmitter Setup} panel pops up and click **[Event]** option to enter event menu.



The event action setting is summarized in **{Event Action Summary}** panel

8.1.1 Alarm

Alarm

It is an input to the transmitter from external alarm sensors. Alarm can be used to detect many events at the surveillance area, such as fire and illegal entering by someone. The alarm event supports **BS 8418:2003** which has arm/disarm and security switch function.

Sensor Tamper Type

Alarm tamper event is triggered if someone cuts the wire between the alarm input and the transmitter. This event behaves as fire zone type that can be triggered once the wire is being cut. Alarm tamper type has choices of none, SEOL, DEOL.

Sensor Type

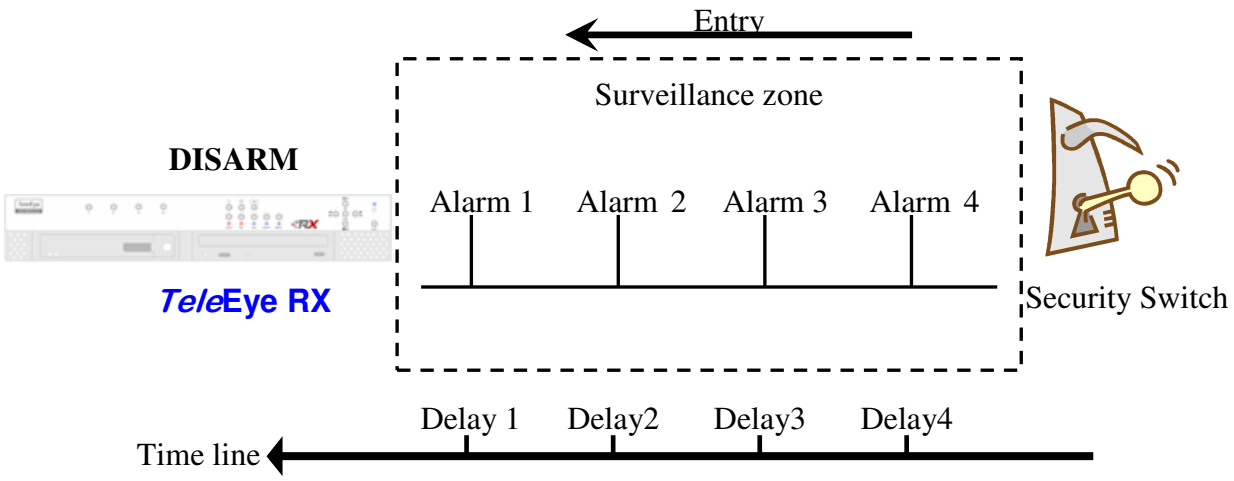
The alarm sensor input circuit type is **normal close (NC)**. The close state of the circuit indicates **normal** of ***Tele*Eye RX**. Otherwise, the open state of the circuit indicates **alarm trigger** of ***Tele*Eye RX**.

The alarm sensor input circuit type is **normal open (NO)**. The open state of the circuit indicates **normal** of ***Tele*Eye RX**. Otherwise, the close state of the circuit indicates **alarm trigger** of ***Tele*Eye RX**.

Alarm Sensor Input Type	State of the Circuit	*Tele*Eye RX Status
Normal Close (NC)	Close	Normal
	Open	Alarm Trigger
Normal Open (NO)	Close	Alarm Trigger
	Open	Normal

Example of Entry/Exit Zone WITH Security Switch Usage

For Entry Zone :



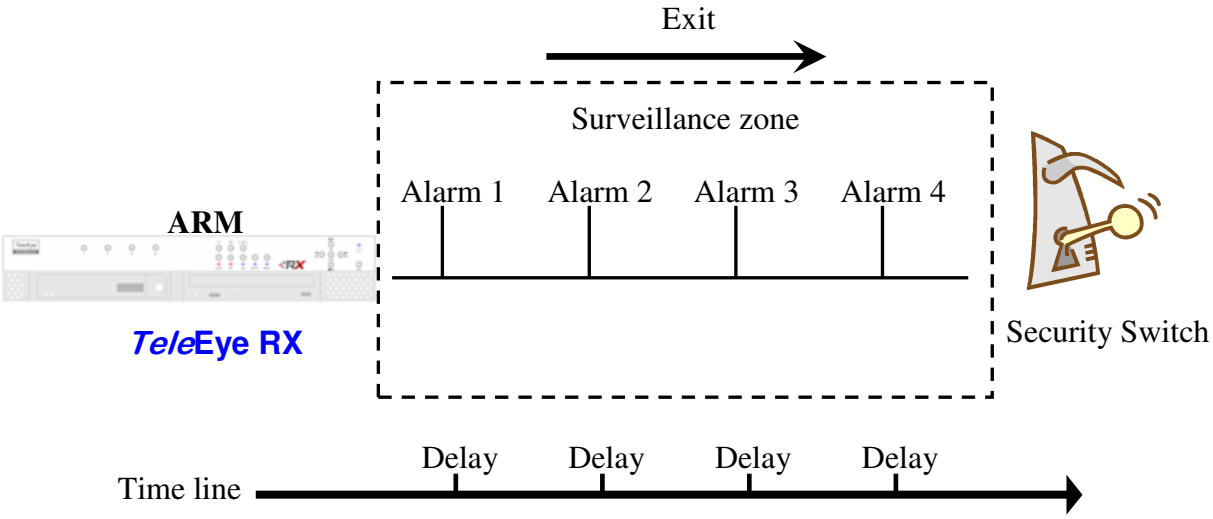
The entry delay is the period of time between entering the surveillance zone and reaching the transmitter. In order to disarm the system for maintenance or repair, user / installer needs to turn off the security switch and enter the surveillance zone. However, the delay time starts from the 1st trigger made by the 1st alarm sensor (i.e. Alarm 4). Note that if user enables recording action, recording action is automatically activated during entry delay.

The detail procedure is as below:

1) user turns off security switch
2) the alarm is at entry delay
3) the 1st trigger is made by Alarm 4 (i.e. user enters the surveillance zone and the entry delay time begins)
4) 2nd, 3rd and 4th triggers are made and each entry delay starts respectively
5) user disarms the system for maintenance

For example: If the time for going from security switch to transmitter is about 8 minutes, Delay 1 should be longer than 8 minutes while Delay 2 should be longer than the time for going from security switch to Alarm 2, and so on.

For Exit Zone :



The exit delay is the period of time for leaving a surveillance zone without making false alarm (i.e. Alarm 1, Alarm 2, Alarm 3 and Alarm 4). The purpose is to let the user / installer have enough time to leave the surveillance zone after the transmitter is armed. User / installer can set the delay time for each alarm.

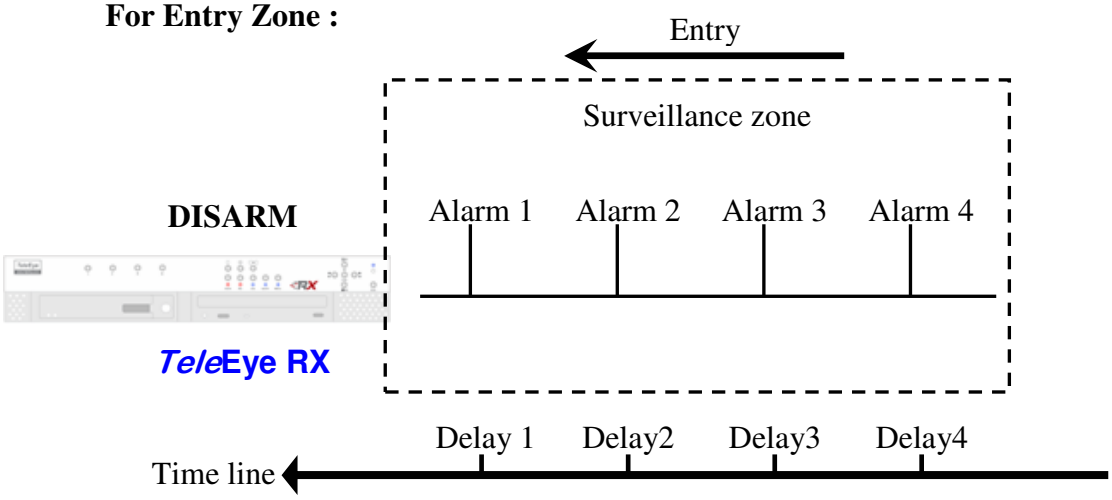
The detail procedure is as below:

1) user arms the system
2) the alarm is at exit delay
3) the 1st trigger is made by Alarm 1 (i.e. user leaves the surveillance zone and the exit delay time begins)
4) 2nd, 3rd and 4th triggers are made and each exit delay starts respectively
5) user turns off the security switch or waits for any alarm exit delay to expire.

For example, if the time for leaving the surveillance zone is about 8 minutes, user should adjust the delay time so that Delay 1 = leaving time between transmitter and Alarm 1, Delay 2 = leaving time between transmitter and Alarm 2, Delay 3 = leaving time between transmitter and Alarm 3 and Delay 4 = 8 minutes. The alarm will be activated after the exit delay has expired. Note that if user enables recording action, recording action is automatically activated during exit delay.

Example of Entry/Exit Zone WITHOUT Security Switch Usage

For Entry Zone :



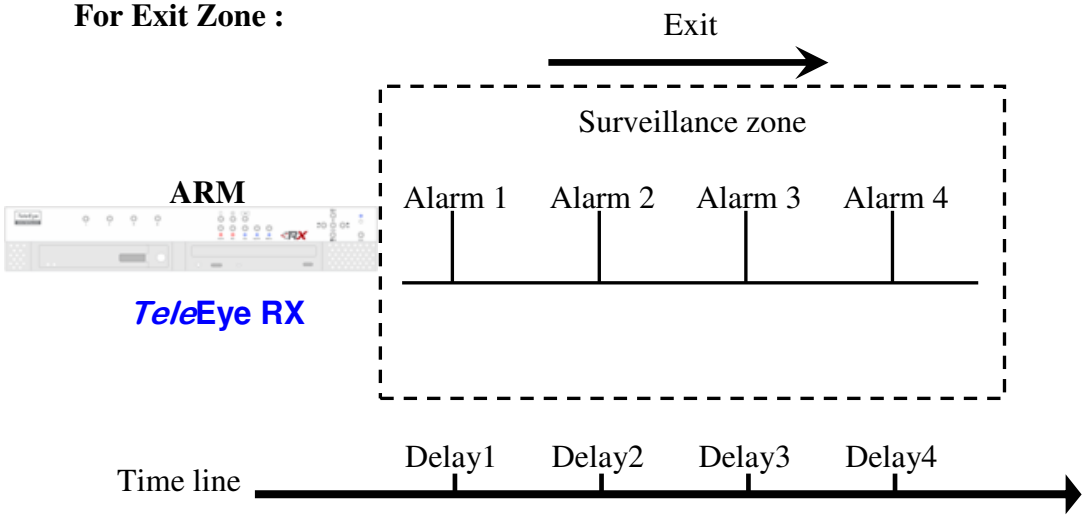
The entry delay is the period of time between entering the surveillance zone and reaching the transmitter. In order to disarm the system for maintenance or repair, user / installer enters the surveillance zone, and the delay time starts from the 1st trigger made by the 1st alarm sensor (i.e. Alarm 4) automatically. Note that if user enables recording action, recording action is automatically activated during entry delay.

The detail procedure is as below:

1) the alarm is at entry delay
2) the 1st trigger is made by Alarm 4 (i.e. user enters the surveillance zone and the entry delay time begins)
3) 2nd, 3rd and 4th triggers are made and each entry delay starts respectively
4) user disarms the system for maintenance

For example: If the time for going from Alarm 4 to transmitter is about 8 minutes, Delay 1 should be longer than 8 minutes, while Delay 2 should be longer than the time for going from security switch to Alarm 2, and so on.

For Exit Zone :



The exit delay is the period of time for leaving a surveillance zone without making false alarm (i.e. Alarm 1, Alarm 2, Alarm 3 and Alarm 4). The purpose is to let the user / installer have enough time to leave the surveillance zone after the transmitter is armed. User / installer can set the delay time for each alarm.

The detail procedure is as below:

1) user arms the system
2) the alarm moves to exit delay
3) the 1st trigger is made by Alarm1 (i.e. user leaves the surveillance zone and the exit delay time begins)
4) 2nd, 3rd and 4th triggers are made and each exit delay starts respectively
5) User waits for any alarm exit delay to expire.

For example, if the time for leaving the surveillance zone is about 8 minutes, user should adjust the delay time so that Delay 1 = leaving time between transmitter and Alarm 1, Delay 2 = leaving time between transmitter and Alarm 2, Delay 3 = leaving time between transmitter and Alarm 3 and Delay 4 = 8 minutes. The alarm will be activated after the exit delay had expired. Note that if user enables recording action, recording action is automatically activated during exit delay.

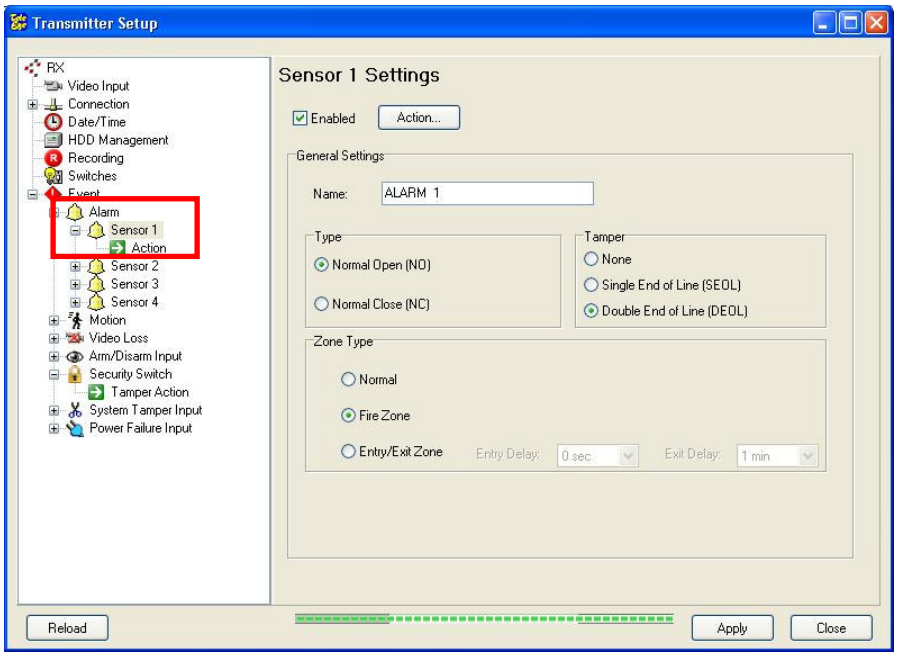
Cases of Arm/Disarm, Security Switch and Alarm for the 3 Zone Types

Initial State			Step 1	Step 2	Step 3	Result
Arm	Security Switch	Alarm				
Fire Zone						
Arm	On	No trigger	Trigger alarm	\	\	Alarm trigger
Arm	Off	No trigger	Trigger alarm	\	\	Alarm trigger
Arm	Uninstall	No trigger	Trigger alarm	\	\	Alarm trigger
Disarm	\	No trigger	Trigger alarm	\	\	Alarm trigger
Uninstall	\	No trigger	Trigger alarm	\	\	Alarm trigger
Uninstall	Uninstall	No trigger	Trigger alarm	\	\	Alarm trigger
Normal						
Arm	On	No trigger	Trigger alarm	\	\	Alarm trigger
Arm	Off	No trigger	Trigger alarm	\	\	Alarm trigger
Arm	Uninstall	No trigger	Trigger alarm	\	\	Alarm trigger
Disarm	\	No trigger	Trigger alarm	\	\	No alarm trigger
Uninstall	\	No trigger	Trigger alarm	\	\	Alarm trigger
Uninstall	Uninstall	No trigger	Trigger alarm	\	\	Alarm trigger
Entry / Exit Zone						
Arm	On	No trigger	Trigger alarm	\	\	Alarm trigger
Disarm	Off	No trigger	Arm	Trigger alarm. Exit delay starts. Recording starts (if recording action is enabled)	Security switch on. Exit delay ends. Recording stops	Alarm can be triggered any time after that
					Security switch off. Exit delay ends after the preset exit time value. Recording stops	Alarm can be triggered any time after that

Initial State			Step 1	Step 2	Step 3	Result
Arm	**Security Switch**	**Alarm**				
Entry / Exit Zone						
Arm	On	No trigger	Security switch off	Trigger alarm. Entry delay starts. Recording starts (if recording action is enabled)	Disarm	No alarm trigger. Recording stops
					Arm	Alarm is triggered Recording does not stop unless user disarm the system
Disarm	Uninstall	No trigger	Arm	Trigger alarm. Exit delay starts. Recording starts (if recording action is enabled)	Exit delay ends after the preset exit time value. Recording stops	The system will enter entry delay automatically after next alarm trigger
Arm	Uninstall	No trigger	Trigger alarm. Entry delay starts. Recording starts (if recording action is enabled)	Disarm	\	No alarm trigger. Recording stops.
				Arm	\	Alarm is triggered. Recording does not stop unless user disarm the system.
Disarm		No trigger	Trigger alarm	\	\	No alarm trigger
Uninstall		No trigger	Trigger alarm	\	\	Alarm trigger
Uninstall	Uninstall	No trigger	Trigger alarm	\	\	Alarm trigger

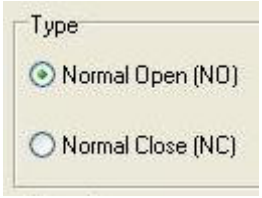
Alarm Setup Procedure :

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Alarm]** → **[Sensor (No.)]** option to pop up **{Sensor (No.) Setting}** panel

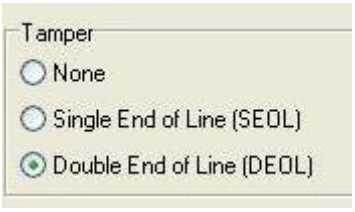


Step 2 : Click **[Enabled]** checkbox to enable the alarm sensor.

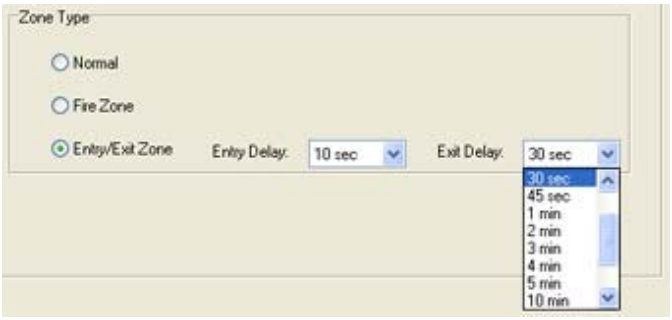
Step 3 : Edit the name of the alarm sensor.



Step 4 : Click **[Open]** or **[Close]** for sensor type option.

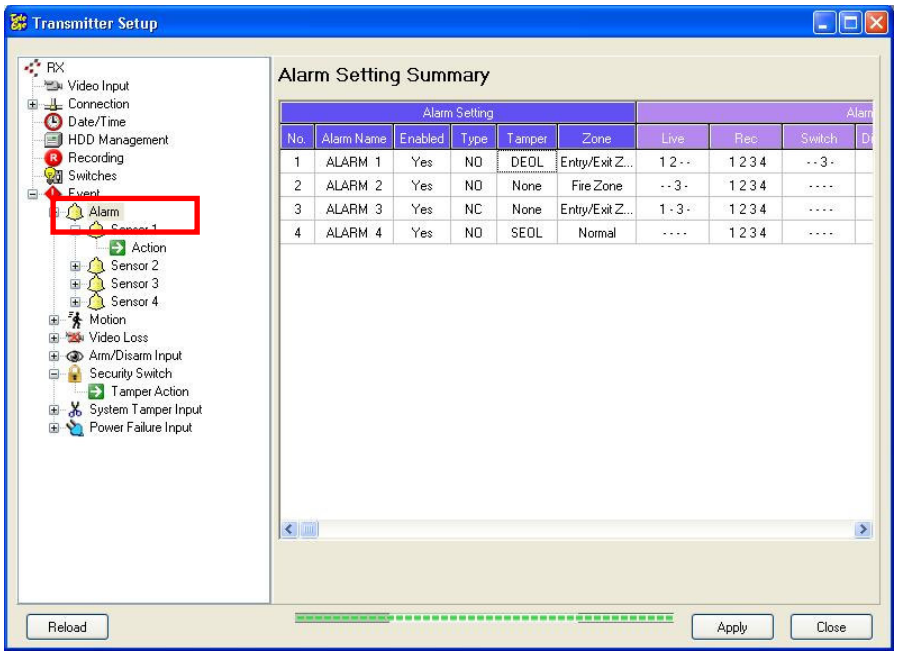


Step 5 : Click **[None]**, **[SEOL]** or **[DEOL]** option for tamper type.



Step 6 : Click **[Normal]**, **[Fire Zone]** or **[Entry/Exit Zone]** option for zone type. If **[Entry/Exit Zone]** is selected, please select **[Entry Delay]** and **[Exit Delay]** for the entry/exit zone.

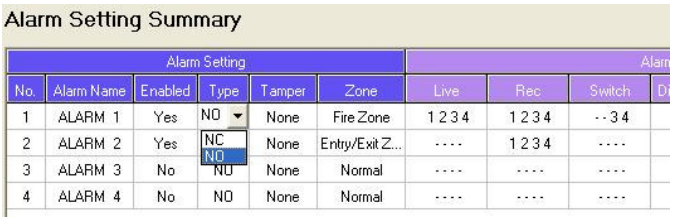
Step 7 : After setting all alarms, user can view the alarm setting summary in **{Transmitter Setup}** panel by clicking **[Event]** → **[Alarm]** option to pop up **{Alarm Setting Summary}** panel



Step 8 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

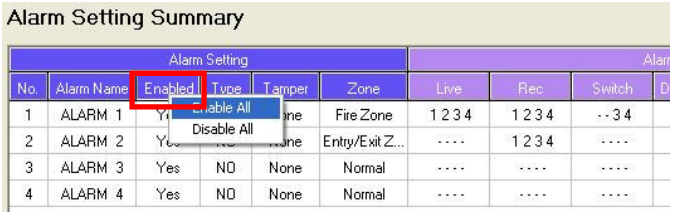
Setup through Alarm Setting Summary Procedure :

User can use **{Alarm Setting Summary}** panel as a quick way to do the alarm settings.

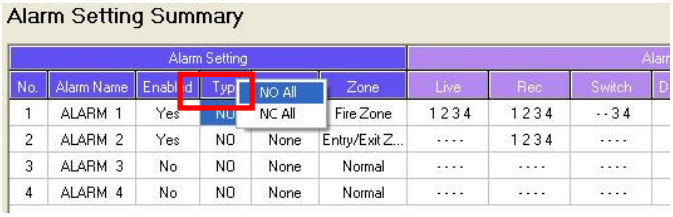


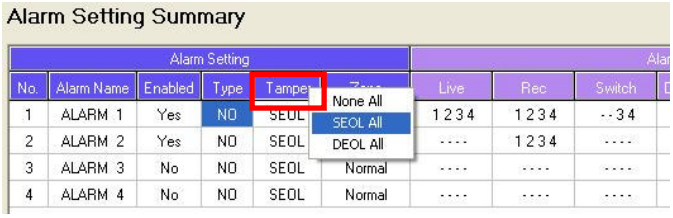
Step 1 : On the **{Alarm Setting Summary}** panel, user can click the boxes under **[Enabled]**, **[Type]**, **[Tamper]** or **[Zone]** or those actions to change the alarm status, alarm type, tamper type, zone type and other action options for the alarm event as shown.

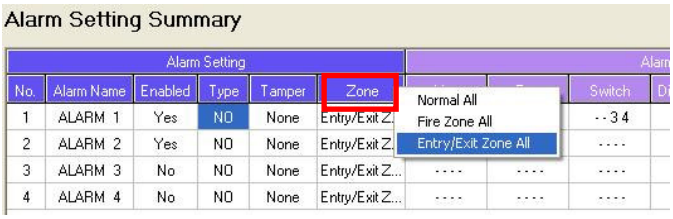
OR



Step 1 : Or, user can click the **[Enabled]**, **[Type]**, **[Tamper]** or **[Zone]** to choose all alarms for the same alarm setting as shown.







Step 2 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

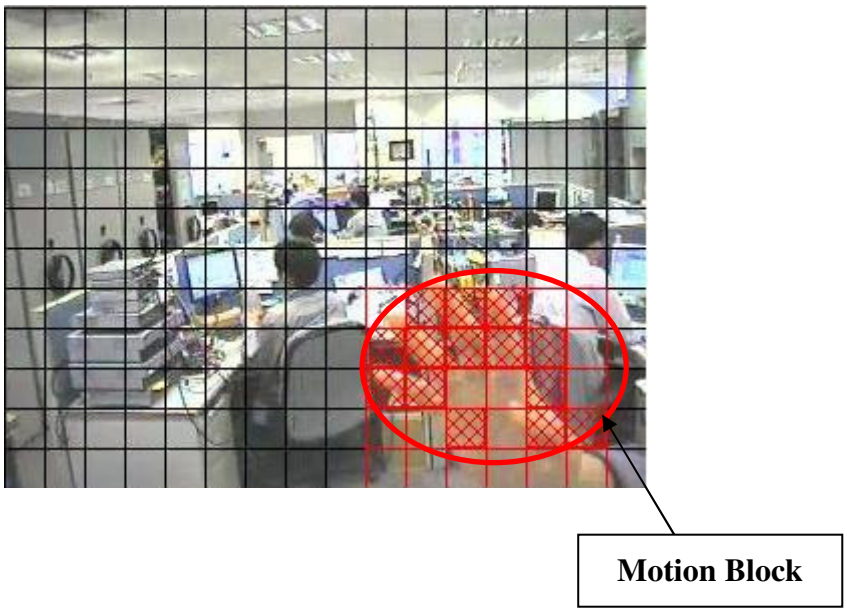
8.1.2 Motion

Motion

Motion detection can be triggered when motion occurs on the camera. Motion detection has different sensitivity levels. For motion event on each video input channel, it depends on the motion of selected area. User should setup the motion areas and sensitivity. Motion detection has generally 4 options: **high**, **middle**, **low** and **custom**. Custom option allows user to select the sensitivity level and area by him/her.

Motion Detection Example

If motion detection is enabled, object movement is captured by the camera as shown below. The normal display area is the selected motion detection area. The blue area cannot detect any motion. Motion block is activated when there is any movement on the camera.



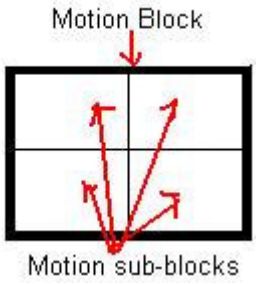
Sensitivity

- **Level**

  The level definition of motion detection is due to the luminance level difference between current and reference field. The luminance level has 10 levels, H is the most sensitive and L is the least sensitive.

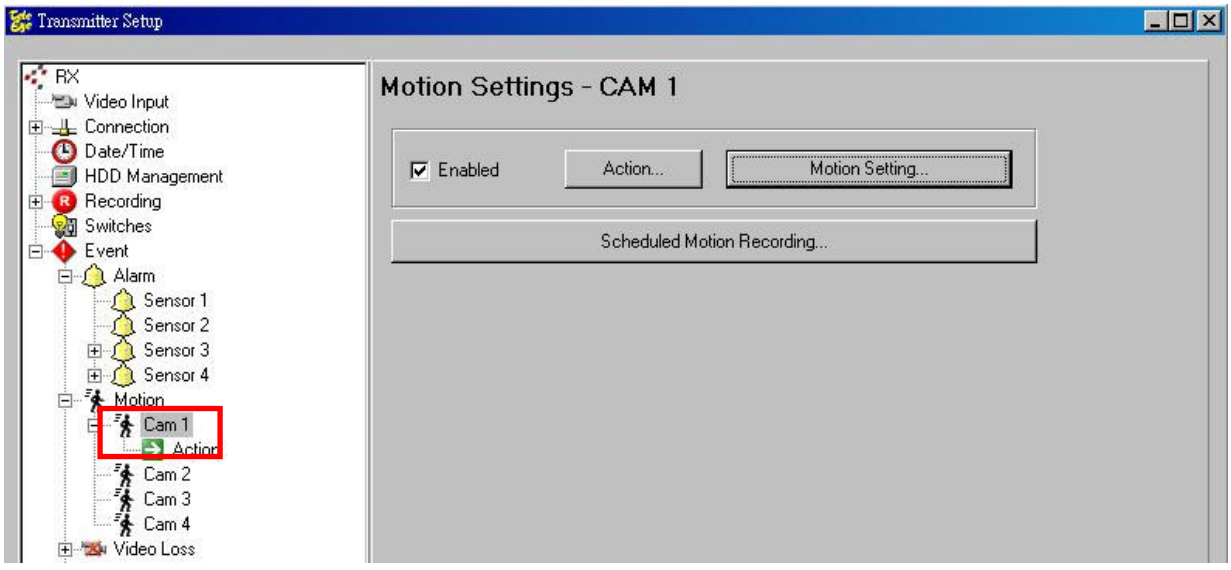
- **Area**

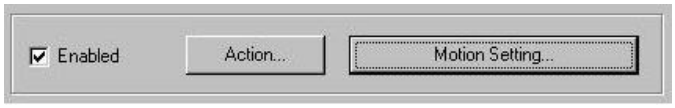
  In motion detection, **one** selected motion block is divided into **four** sub-blocks. The definition of area is the number of sub-blocks in which motion is detected in order to trigger a motion event. The range of area option is 25% (1 block) to 100% (4 blocks). More blocks are selected, the motion trigger sensitivity decreases.



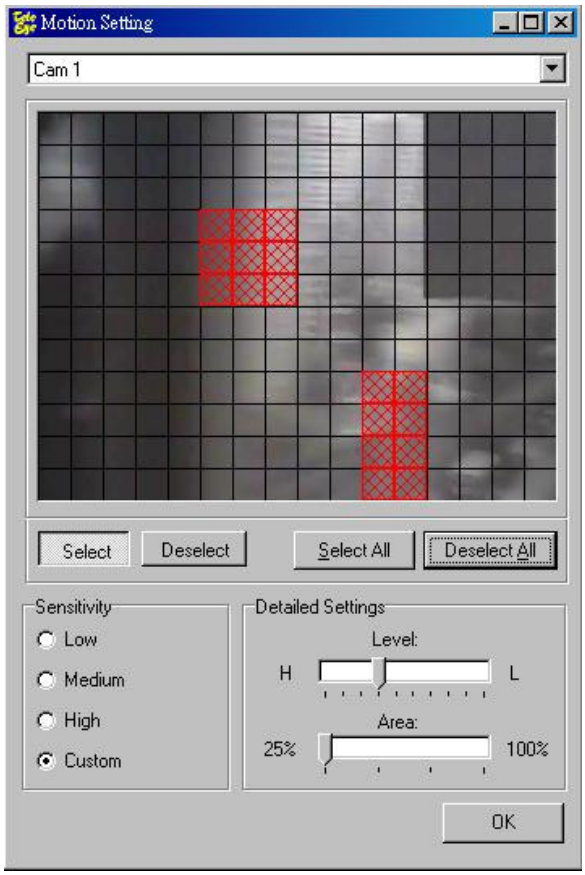
Motion Setup Procedure :

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Motion]** → **[Cam (No.)]** option to pop up **{Motion Setting}** panel

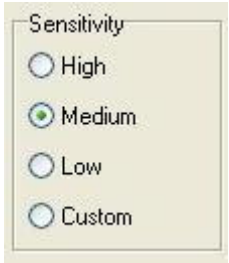




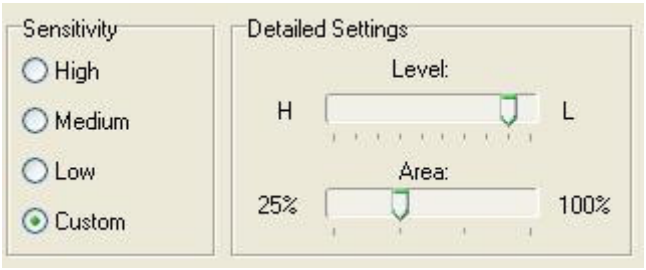
Step 2 : Click **[Enabled]** checkbox to enable the motion detection function and click **[Motion Setting]**.



Step 3 : Click **[Select]** to select the required motion blocks. Click **[Deselect]** to delete the selected motion blocks. **[Select All]** is to select all motion blocks on the screen. **[Deselect All]** is to delete all motion blocks on the screen.

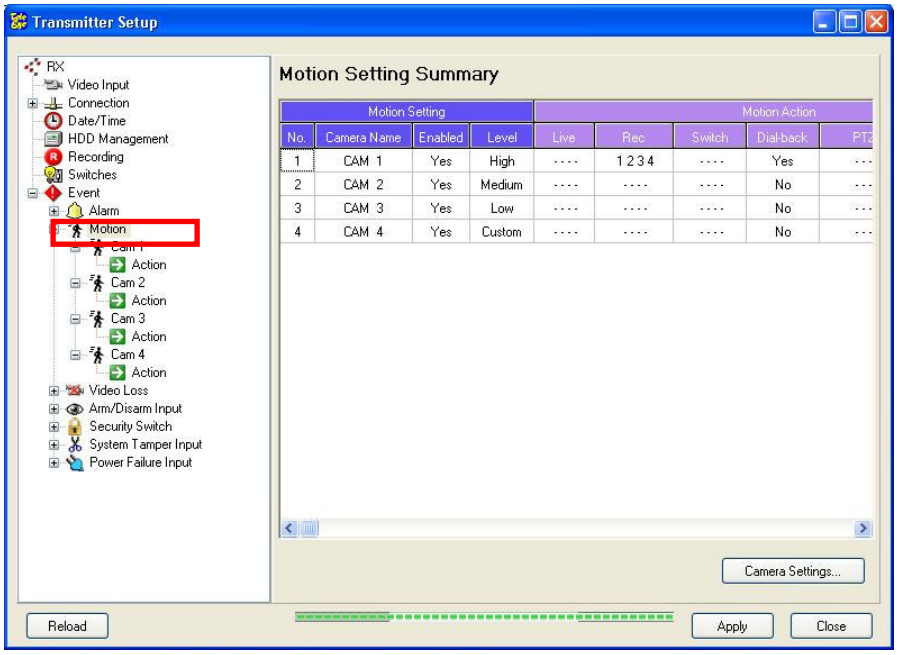


Step 4 : Click **[High]**, **[Medium]**, **[Low]** or **[Custom]** for motion sensitivity.



Step 5 : If **[Custom]** sensitivity is selected, user can select **level** and **area** for sensitivity by click **[Level]** or **[Area]** scroll bar.

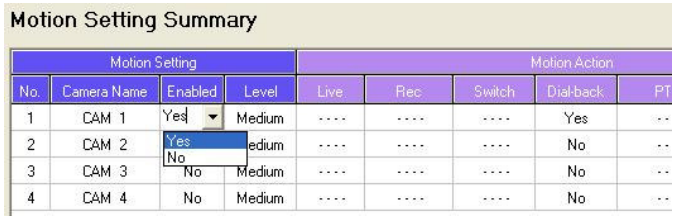
Step 6 : After setting all camera for motion, user can view the alarm setting summary in **{Transmitter Setup}** panel by clicking **[Event]** → **[Motion]** option to pop up **{Motion Setting Summary}** panel



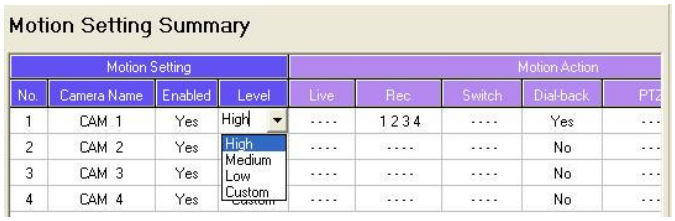
Step 8 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

Setup through Motion Setting Summary Procedure :

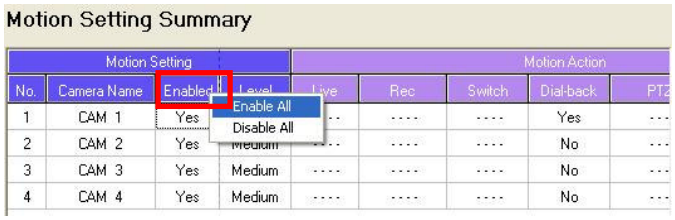
User can use **{Motion Setting Summary}** panel as a quick way to do the alarm settings.



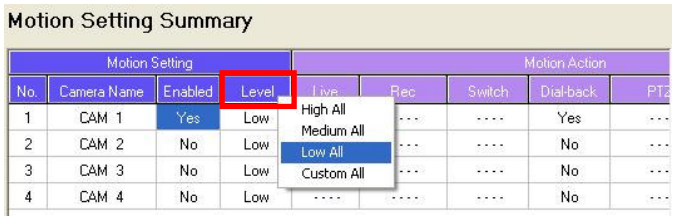
Step 1 : On the **{Motion Setting Summary}** panel, user can click the boxes under **[Enabled]**, **[Level]** or those actions, in the summary to change the motion enable, sensitivity level, or other action options for the motion event



OR



Step 1 : Or, user can click the **[Enabled]** or **[Level]** to choose all cameras for the same motion settings



Step 2 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

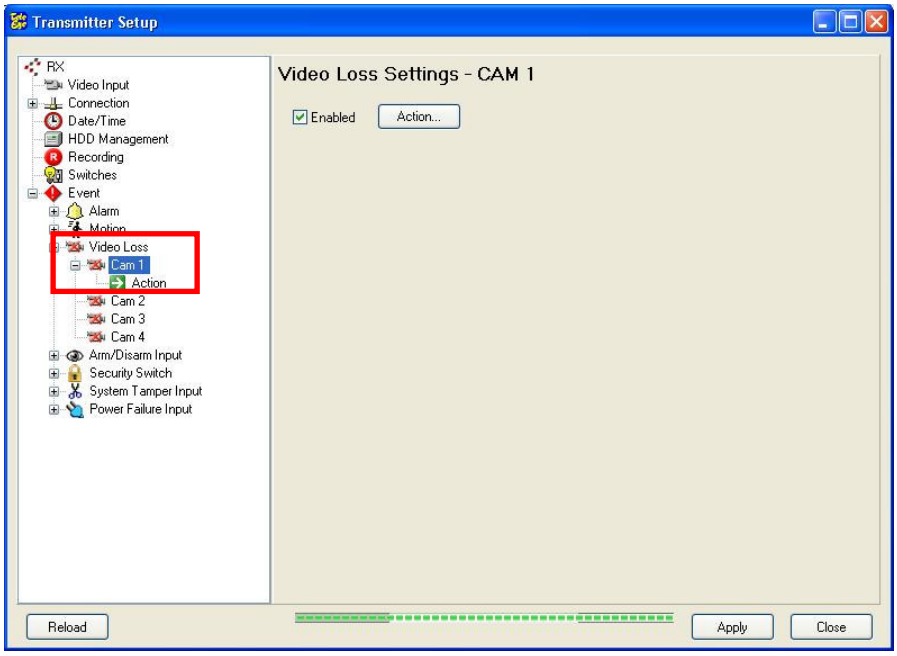
8.1.3 Video Loss

Video Loss

Video loss can be triggered when the video channel input disappears. It will happen if the transmitter receives no signal from the camera. The live camera displays a blue picture for video loss condition.

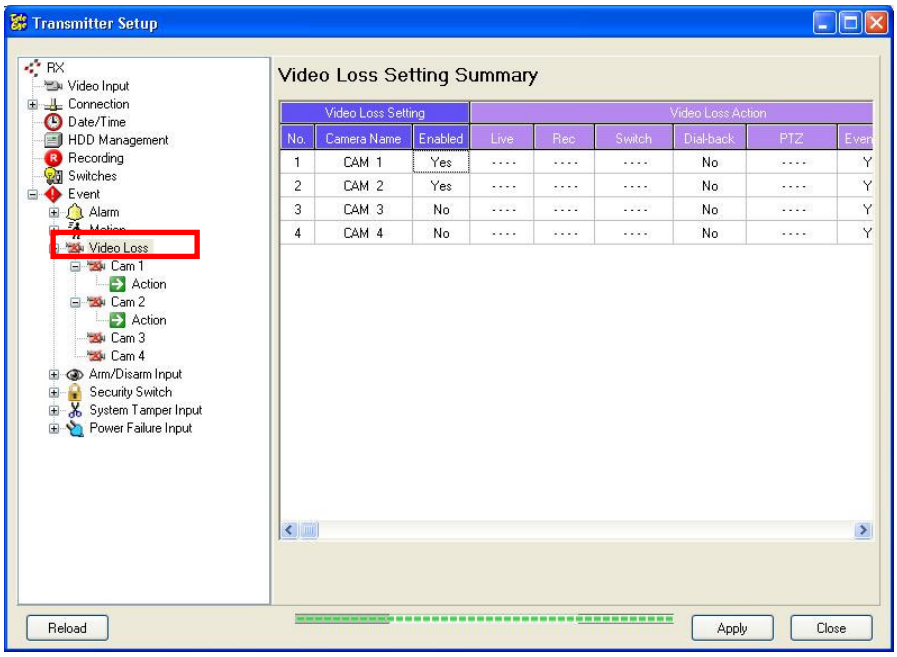
Video Loss Setup Procedure :

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Video Loss]** → **[Cam (No.)]** option to pop up **{Video Loss Setting}** panel



Step 2 : Click **[Enabled]** checkbox to enable the video loss function for the camera.

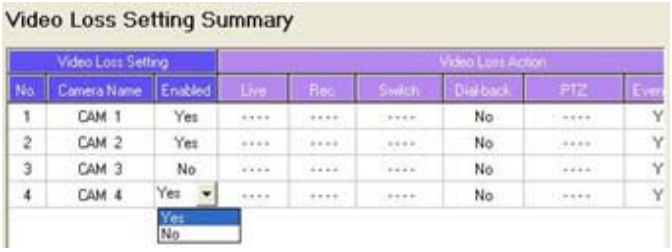
Step 3 : After setting video loss function for all cameras, user can view the video loss setting summary in **{Transmitter Setup}** panel by clicking **[Event]** → **[Video Loss]** option to pop up **{Video Loss Setting Summary}** panel



Step 8 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

Setup through Video Loss Setting Summary Procedure :

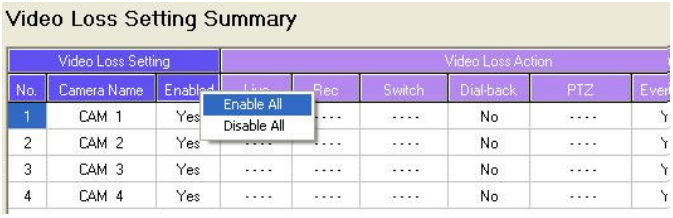
User can use **{Video Loss Setting Summary}** panel as a quick way to do the alarm settings.



Step 1 : On the **{Video Loss Setting Summary}** panel, user can click the boxes under **[Enabled]** or other actions in the summary to change the options for the video loss

event

OR



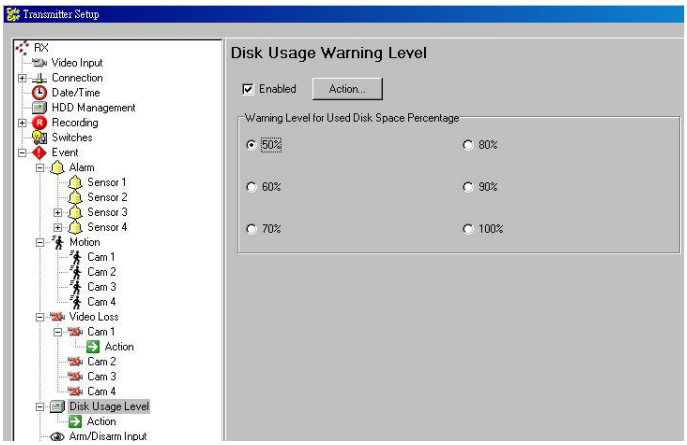
Step 1 : Or, user can click **[Enabled]** box to enable or disable video loss event for all cameras

Step 2 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.1.4 Disk Usage Level

Disk usage warning level for used disk space.

Disk Usage Level Setup Procedure :



Step 1 : Click **[Enabled]** checkbox to enable the disk usage warning level and choose the disk usage warning level.

8.1.5 Arm / Disarm

Arm/Disarm

Arm/Disarm input is used for enhancing security level of the surveillance area. This input introduce the concept of 3 zone types for alarm, fire zone, normal and entry exit zone.

- **Armed**

If the system is armed, alarm sensor in normal zone type can be triggered immediately if someone triggers the sensor. It is usually used when there is **no operator at surveillance area**

- **Disarmed**

If the system is disarmed, alarm events detected from sensors will not result in an alarm except the fire zone type alarm and arm/disarm tamper. If there are **operators at surveillance area**, it is usually disarmed.

Arm/Disarm Tamper Type

Arm/Disarm tamper event triggers if someone cuts the wire between the arm/disarm input and the transmitter. This event can be triggered immediately no matter which zone is. Arm/Disarm tamper type has choice of none, SEOL and DEOL.

*For further details, please refer to Section 21.2 : **Tele**Eye **RX** with Tamper Circuit and External Resistor.*

Arm State

The arm/disarm input circuit type is **normal close (NC)**. The close state of the circuit indicates **disarm** of ***Tele*Eye RX**. Otherwise, the open state of the circuit indicates **arm** of ***Tele*Eye RX**.

The arm/disarm input circuit type is **normal open (NO)**. The open state of the circuit indicates **disarm** of ***Tele*Eye RX**. Otherwise, the close state of the circuit indicates **arm** of ***Tele*Eye RX**.

Zone Type

Although the setting of zone type belongs to alarm menu, it is worth to discuss as below.

- **Fire Zone**

  This zone allows alarms to trigger no matter which arm state of the system is, i.e. armed or disarmed. It is suitable for installation of fire detectors

- **Normal**

  This zone allows alarms to trigger after armed.

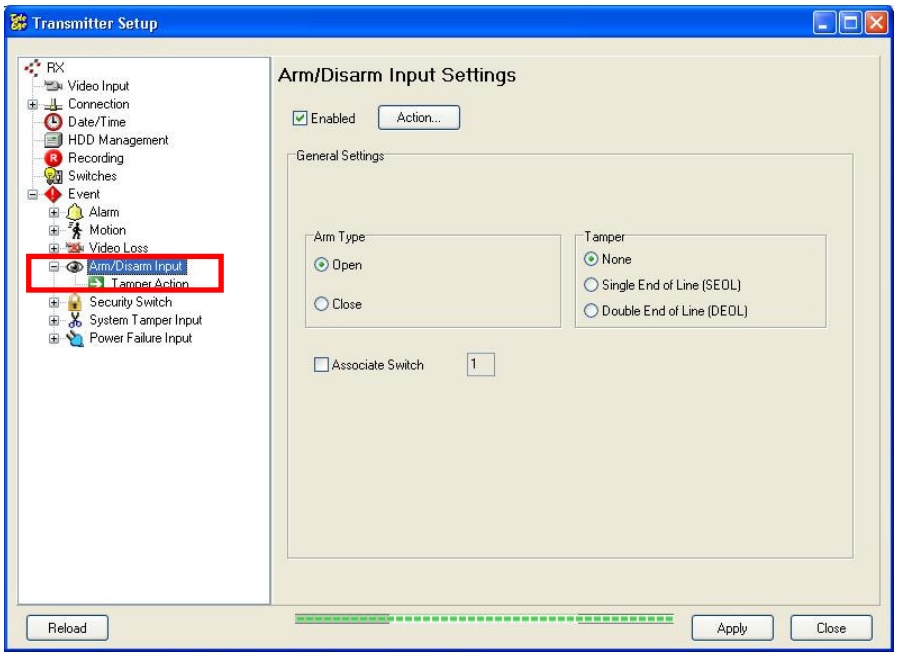
- **Entry/Exit Zone**

  This zone allows user to set the delay time for entering or leaving the surveillance area without triggering any alarm event. If alarm recording action is enabled, recording starts at entry or exit time through out the delay.

For detailed usage example, please refer to Section 8.1.1 : Alarm.

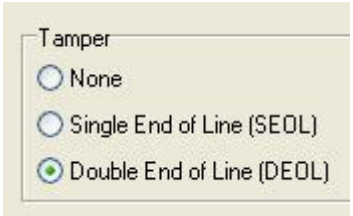
Arm/Disarm Setup Procedure :

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Arm/Disarm Input]** option to pop up **{Arm/Disarm Input Settings}** panel



Step 2 : Click **[Enabled]** checkbox to enable arm/disarm input.

Step 3 : Click **[Open]** or **[Close]** option for arm type.



Step 4 : Click **[None]**, **[SEOL]** or **[DEOL]** option for tamper type.

Step 5 : Click **[Associate Switch 1]** checkbox to enable associate switch 1 for arm/disarm input.

☞ If arm/disarm input associate switch 1 is enabled, the switch 1 action for all other events will be disabled.

Step 6 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.1.6 Security Switch

Security Switch

It is an input to the transmitter for wiring a security switch. The purpose of the security switch is to terminate the exit delay for exit zone alarm. If the security switch is on and the system is armed, all exit delay will be terminated. If the security switch is off and an entry alarm triggered, entry delays will start.

Security Switch Tamper Type

Security switch tamper event triggers if someone cuts the wire between the security switch input and the transmitter. This event behaves as fire zone type that can be triggered once the wire was being cut. Arm/Disarm tamper type has choice of none, SEOL and DEOL.

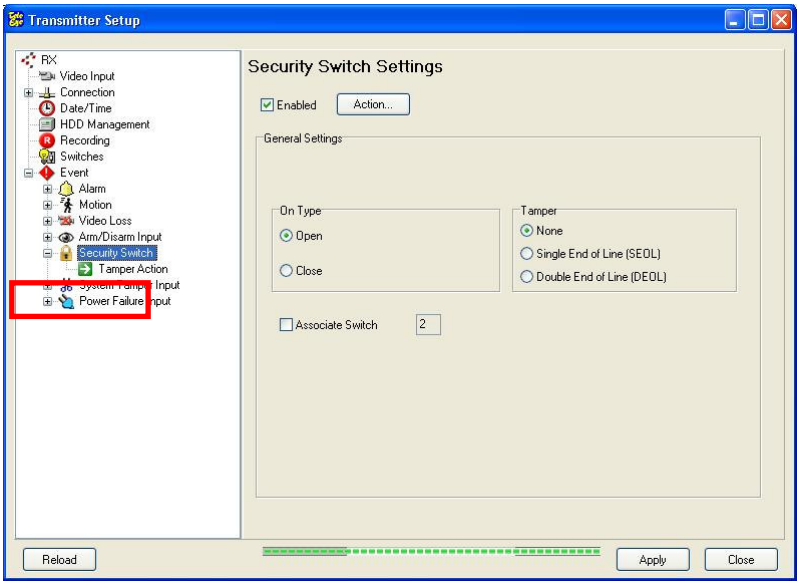
On State

The security switch input circuit type is **normal close (NC)**. The close state of the circuit indicates **security switch off** of ***Tele*Eye RX**. Otherwise, the open state of the circuit indicates **security switch on** of ***Tele*Eye RX**.

The security switch input circuit type is **normal open (NO)**. The open state of the circuit indicates **security switch off** of ***Tele*Eye RX**. Otherwise, the close state of the circuit indicates **security switch on** of ***Tele*Eye RX**.

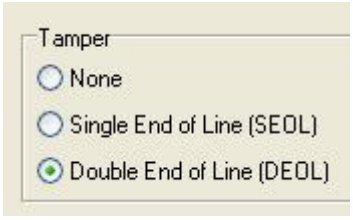
Security Switch Setup Procedure :

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Security Switch]** option to pop up **{Security Switch Settings}** panel



Step 2 : Click **[Enabled]** checkbox to enable security switch.

Step 3 : Click **[Open]** or **[Close]** option for on type.



Step 4 : Click **[None]**, **[SEOL]** or **[DEOL]** option for tamper type.

Step 5 : Click **[Associate Switch 2]** checkbox to enable associate switch 2 for security switch.

☞ *If security switch associate switch 2 is enabled, the switch 2 action for all other events will be disabled.*

Step 6 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.1.7 System Tamper

System Tamper Input

It is an input to the transmitter for wiring a tamper switch of the external cabinet outside the transmitter and its accessories. The purpose of system tamper event is to prevent someone to break into the cabinet and destroy the transmitter.

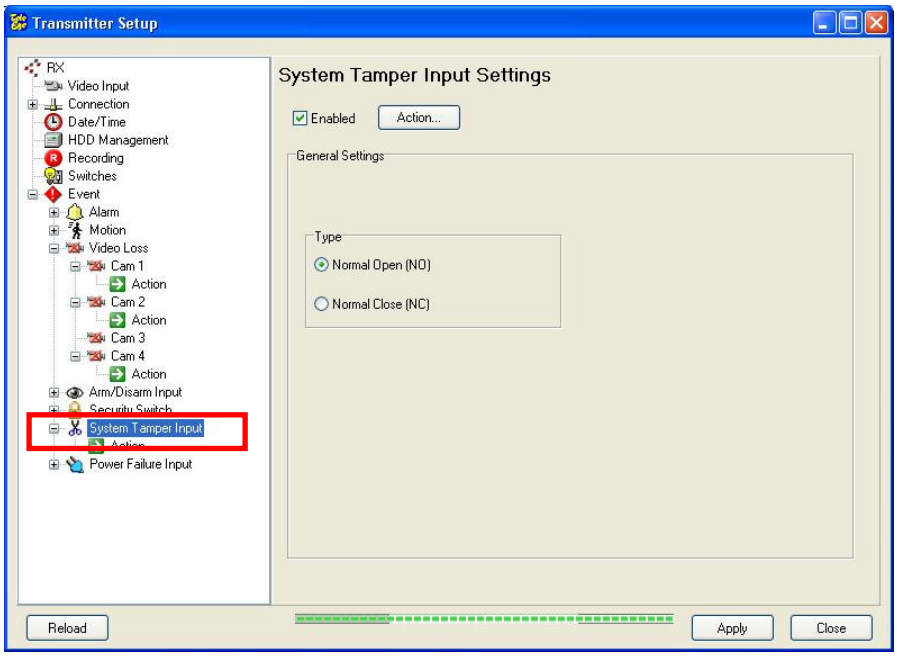
Sensor Type

The system tamper input circuit type is **normal close (NC)**. The close state of the circuit indicates **normal** of ***Tele*Eye RX**. Otherwise, the open state of the circuit indicates **system tamper** of ***Tele*Eye RX**.

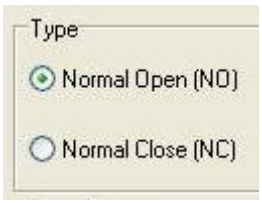
The system tamper input circuit type is **normal open (NO)**. The open state of the circuit indicates **normal** of ***Tele*Eye RX**. Otherwise, the close state of the circuit indicates **system tamper** of ***Tele*Eye RX**.

System Tamper Setup Procedure :

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[System Tamper Input]** option to pop up **{System Tamper Input Setting}** panel



Step 2 : Click **[Enabled]** checkbox to enable system tamper input.



Step 3 : Click **[Open]** or **[Close]** for sensor type option.

Step 4 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.1.8 Power Failure

Power Failure Input

It is an input to the transmitter typically used for wiring the output signal pin from UPS.

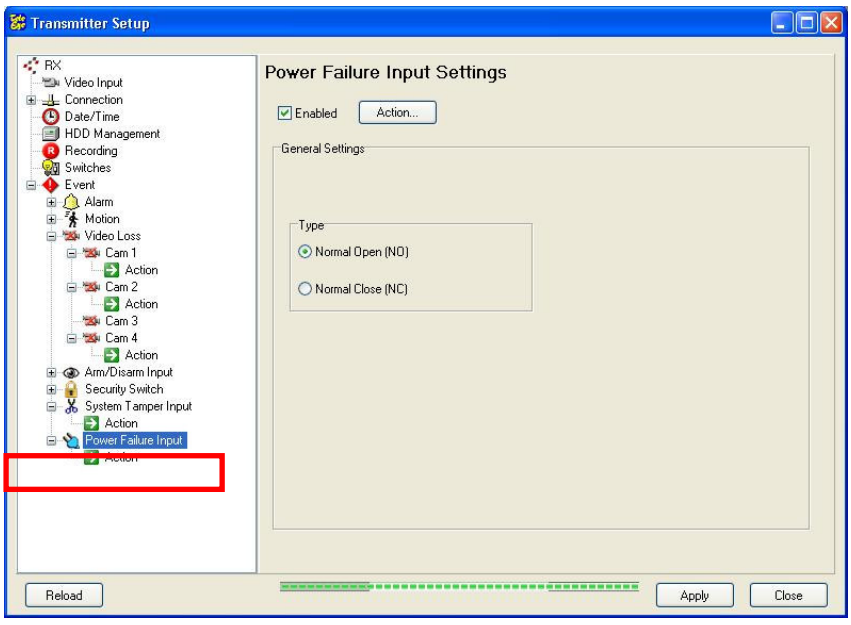
Sensor Type

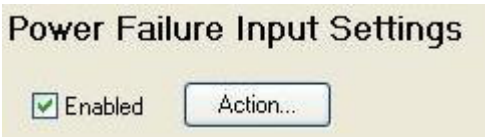
The power failure input circuit type is **normal close (NC)**. The close state of the circuit indicates **normal** of ***Tele*Eye RX**. Otherwise, the open state of the circuit indicates **power failure** of ***Tele*Eye RX**.

The power failure input circuit type is **normal open (NO)**. The open state of the circuit indicates **normal** of ***Tele*Eye RX**. Otherwise, the close state of the circuit indicates **power failure** of ***Tele*Eye RX**.

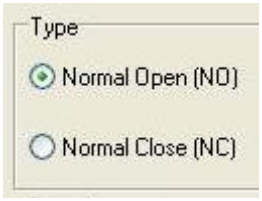
Power Failure Setup Procedure :

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Power Failure Input]** option to pop up **{Power Failure Input Setting}** panel





Step 2 : Click **[Enabled]** checkbox to enable power failure input.



Step 3 : Click **[Open]** or **[Close]** for sensor type option.

Step 4 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.2 Action

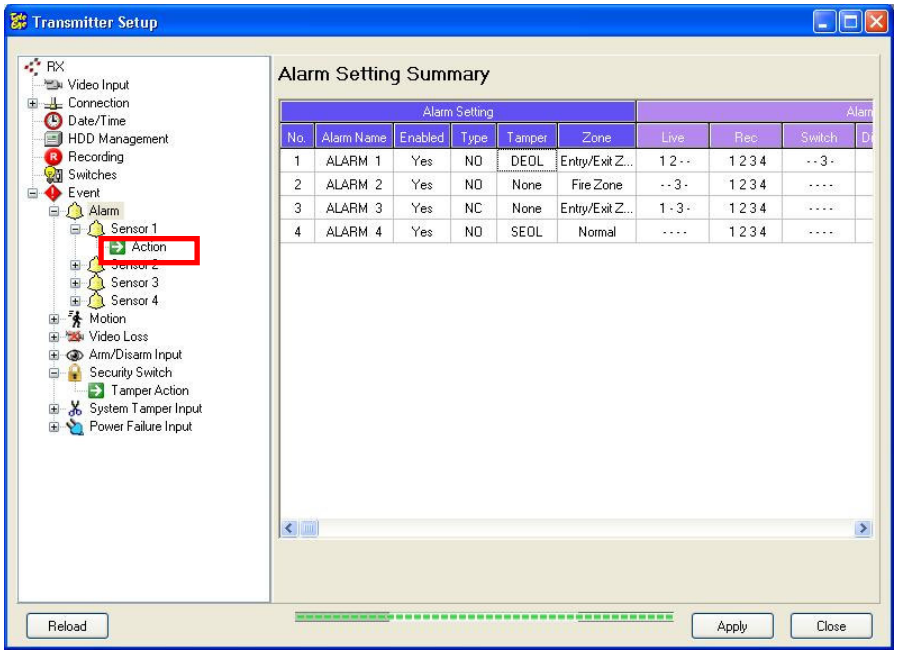
***Tele*Eye RX** supports 8 actions which can be activated by any events

1. **Live Camera**
2. **Recording**
3. **Switch**
4. **Dial back**
5. **Email**
6. **PTZ**
7. **Event LED**
8. **Buzzer**

User can set an event to activate its associate action.

Action Setting Procedure :

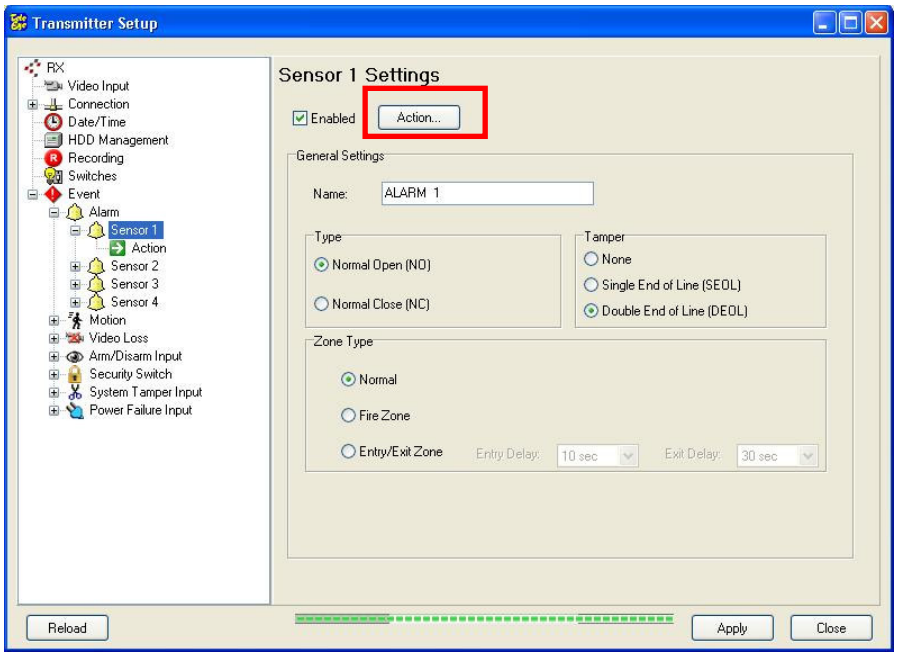
Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Action]** option to pop up **{(Event) Action}** panel



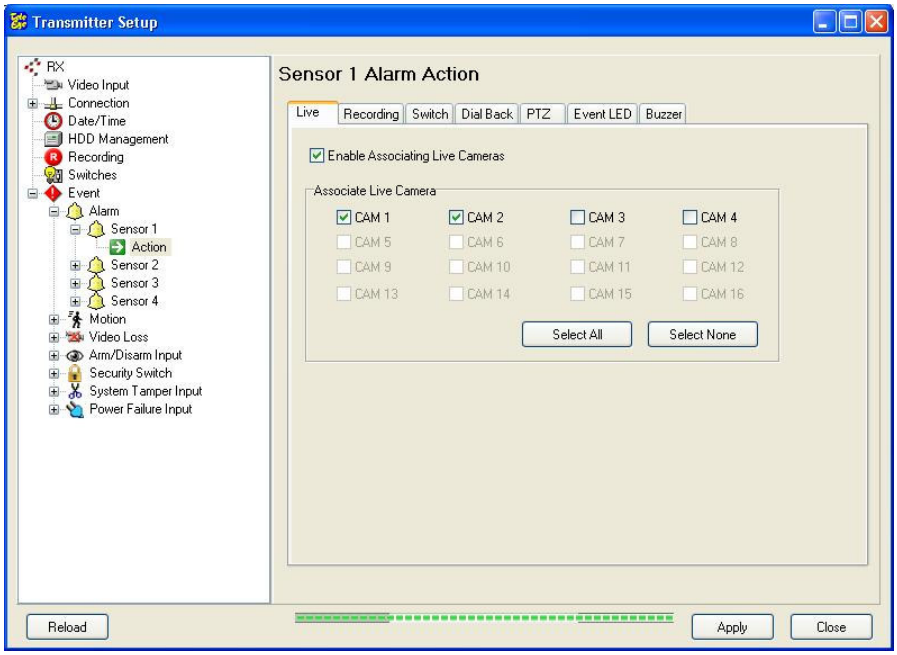
OR

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → Any event option to pop up any event setting panel.

Click **[Action]** button near **[Enabled]** checkbox to pop up **{(Event) Action}** panel



Step 2 : User can select the action setting for that event as shown on

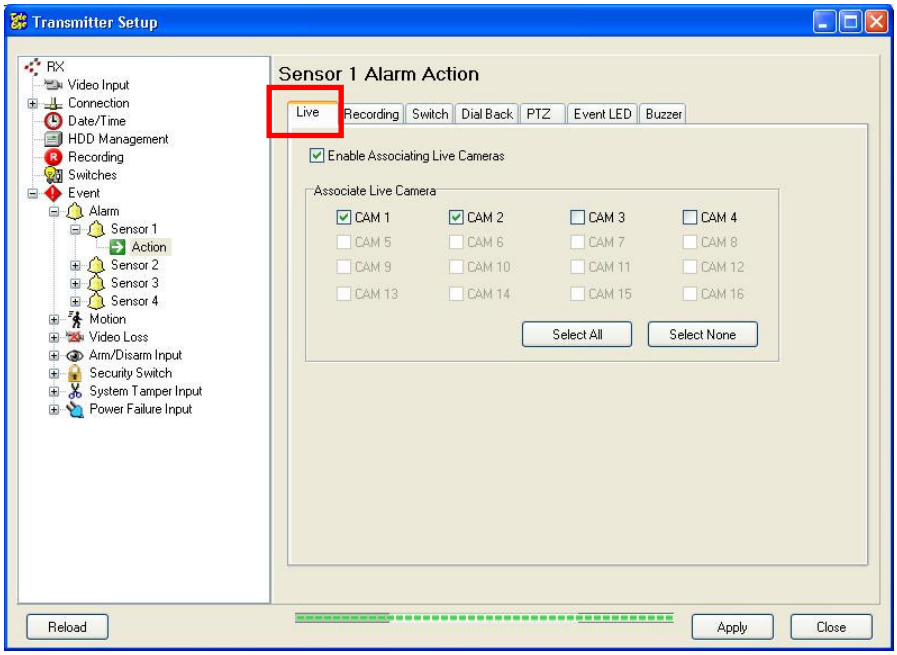


8.2.1 Live Camera

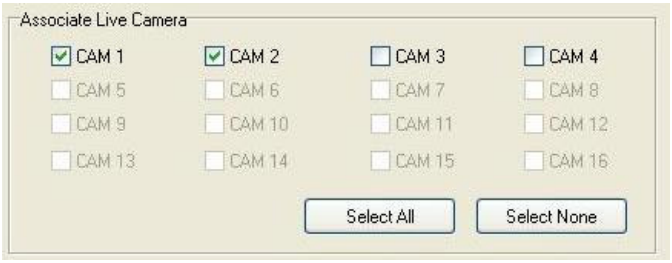
Event-associated live camera displays real time live video of pre-selected camera is an event is triggered, so operator can immediately know what is happening at the site. Live camera action can only display live video **once** before user clears the event.

Live Camera Setup Procedure :

Step 1 : In **{(Event) Action}** panel, click **[Live]** option to set live camera setting



Step 2 : Click **[Enable Associate Live Cameras]** checkbox to enable the live camera for that event.



Step 3 : Click the checkbox for the camera to select which camera for the live camera action. **[Select All]** option is for selecting all cameras. **[Select None]** option is for selecting no camera. However, user needs to select **at least one** camera for the action.

Step 4 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.2.2 Recording

If an event is triggered, recorder can record the video content at user selected camera with selected recording mode.

Pre-Alarm Recording

Pre-alarm recording allows to record video before an event is triggered. The period of pre-alarm recording is at least 1 minute (not more than 2 minutes) before the event trigger. User can find that there is at least 1 minute more video content on **{Search Playback Log}** panel before an event is triggered.

Duration After Event Clear

After event resets, the recording action will stop after this duration time.

Recording Mode

Event recorder provides 2 recording modes, **1 frame per second** (**1 FPS**) and **continuous mode**. In 1 FPS mode, the recording frame rate is less, so the storage size is smaller. In continuous mode, the recording frame rate depends on the number of recording camera and more than 1 FPS, so the storage size is larger.

Disk Mode

For Cyclic disk mode, the oldest recording data in hard disk can be erased if the hard disk is full, and video recording continues. For Fix disk mode, all recording is stopped if hard disk is full.

Quality

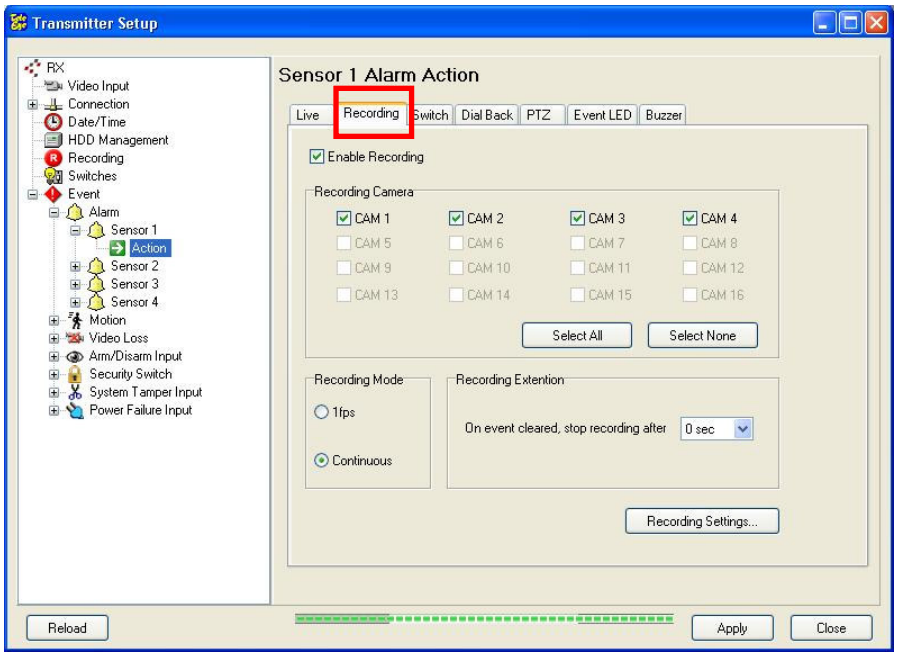
This is the quality of the recorded video. The quality is divided into 5 levels (in ascending quality order) : **low**, **fair**, **medium**, **good** and **excellent**.

Resolution

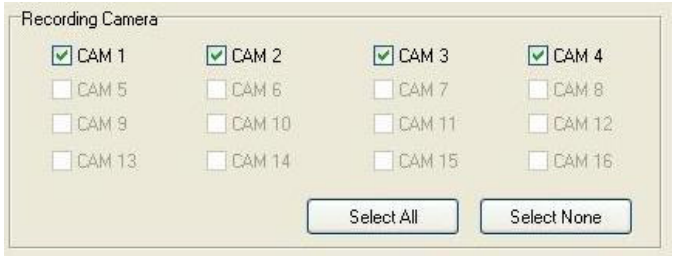
This is the display resolution for the recorded video. **Full** is the resolution suitable for full screen display. **Quad** is the resolution suitable for quarter screen display. During playback, quad resolution video may have several noises in full screen display mode.

Recording Setup Procedure :

Step 1 : In **{(Event) Action}** panel, click **[Recording]** option to set recording setting

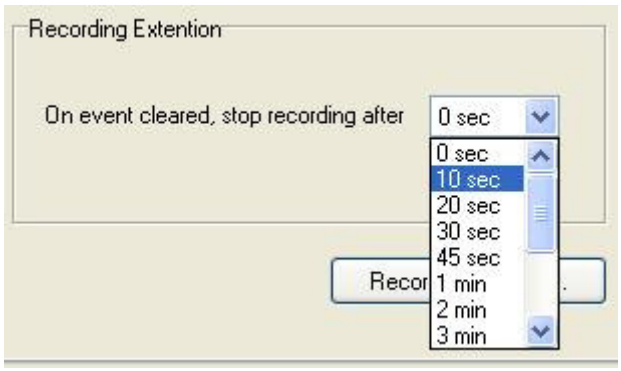


Step 2 : Click **[Enable Recording]** checkbox to enable recording for that event.



Step 3 : Click the checkbox for the camera to select which camera for the recording action. **[Select All]** option is for selecting all cameras. **[Select None]** option is for selecting no camera. However, user needs to select **at least one** camera for the action.

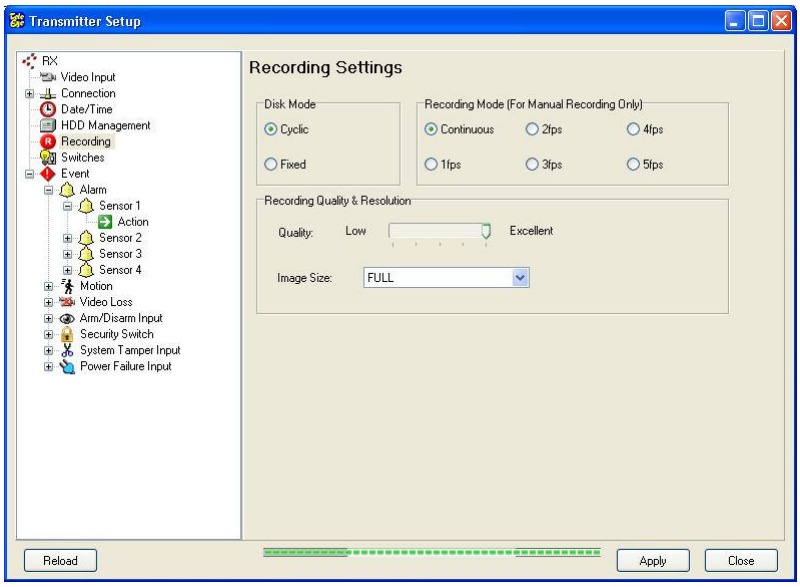
Step 4 : Click **[1fps]** or **[Continuous]** option for recording mode.



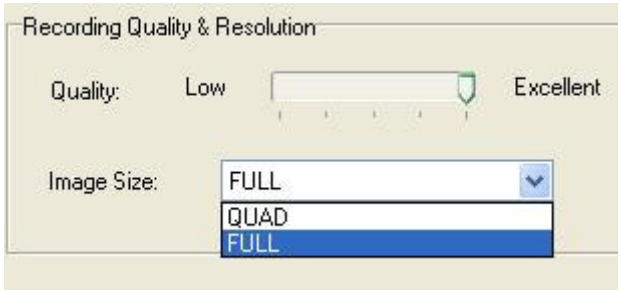
Step 5 : Click **[On event clear, stop recording after]** to select the time for recording after event clear.

Step 6 : Click **[Recording Setting]** button to pop up **{Recording Settings}** panel

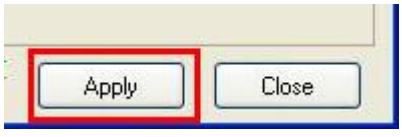
☞ *The options in* ***{Recording Settings}*** *panel are* ***a global setting that means*** *these settings apply to all event and manual recording actions. User may need to do this setting once.*



Step 7 : Click **[Cyclic]** or **[Fixed]** option for disk mode.



Step 8 : Move the scroll bar to adjust **[Quality]**. Click **[FULL]** or **[QUAD]** option for image size. Press **[OK]** button to exit the panel.



Step 9 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.2.3 Switch

Switch allows transmitter to control 4 external relays which are defined by user.

Switch Type

Switch has 2 types. They are **latching** or **push-button** type. In **latching** type, the switch turns on for a period of time. In **push-button** type, the switch turns on and off after 1 second.

Latching Duration

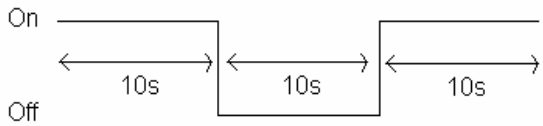
The latch duration period is the time for turning on the switch.

Action Delay

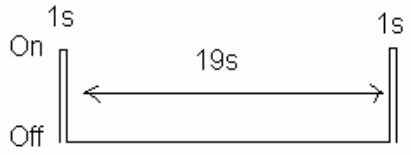
The delay is the period of time after turning off the switch before next turning on.

Latching Duration and Action Delay Example

For latching switch, set latching duration to be 10 sec and action delay to be 10sec. If an event is triggered, the status of the switch is shown on the right.

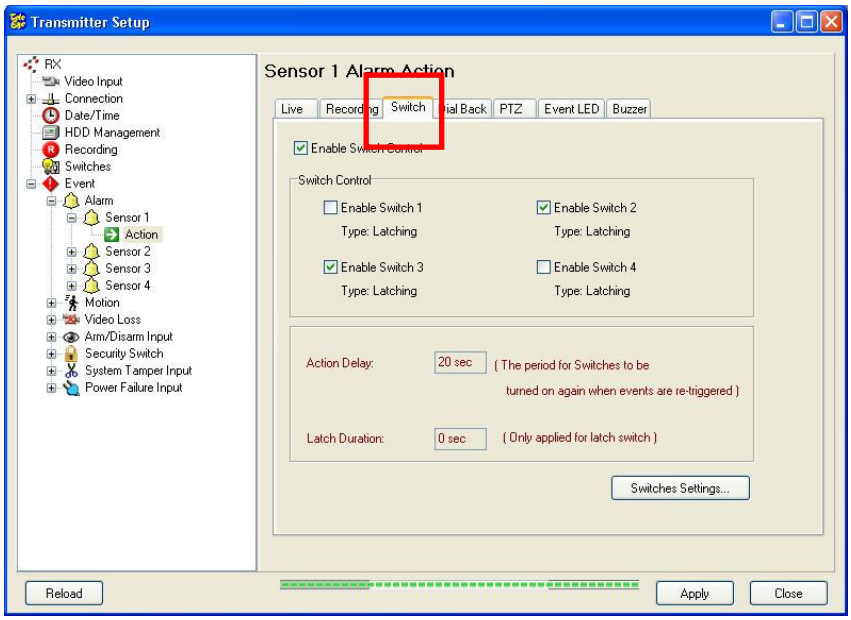


For push-button switch, set latching duration to be 10sec and action delay to be 10sec. If an event is triggered, the status of the switch is shown on the right.



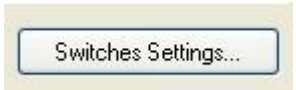
Switch Setup Procedure :

Step 1 : In **{(Event) Action}** panel, click **[Switch]** option to set switch setting



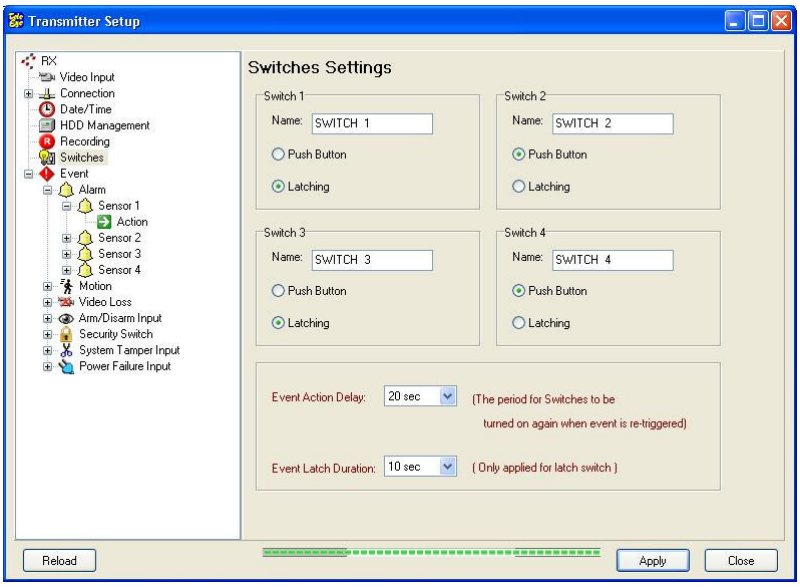
Step 2 : Click **[Enable Switch Control]** checkbox to enable switch action for that event.

Step 3 : Click **[Enable Switch (No.)]** checkbox to enable which switch for that event.



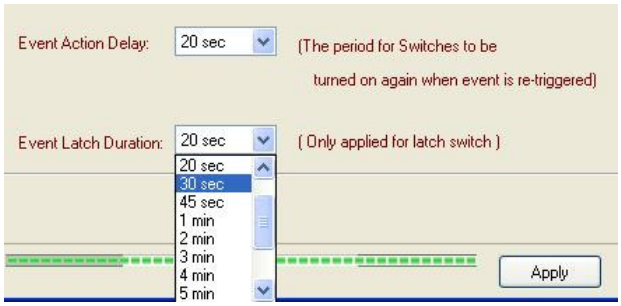
Step 4 : Click **[Switch Settings]** button to pop up **{Switch Settings}** panel

☞ *The options in **{Switch Settings}** panel are **global settings** that mean these settings apply to all switch actions. User may need to do this setting once.*



Step 5 : Edit the name of the switch.

Step 6 : Click **[Push Button]** or **[Latching]** option for switch type.



Step 7 : Click **[Event Action Delay]** to select the time switch action delay. Click **[Event Latch Duration]** to select the time switch latch duration. Press **[OK]** button to exit the panel.

Step 8 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.2.4 Dial Back

Dial Back

Dial back allows the transmitter to connect to **one** remote PC and displays live video if an event is triggered. Therefore, remote operator can recognize what situation is at the surveillance area.

Reconnect Duration

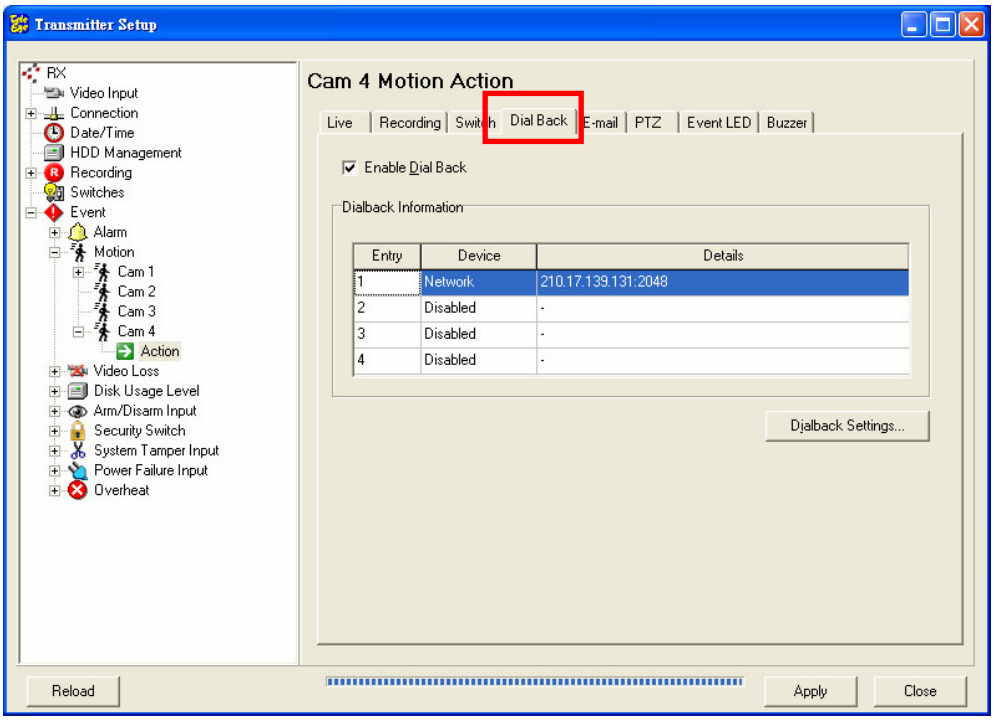
The reconnect duration is the period between each dial back retrial (in second).

Retry Count

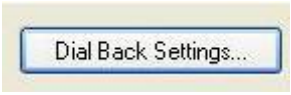
The retry count is the number of dial back retrial if dial back fails.

Dial Back Setup Procedure :

Step 1 : In **{(Event) Action}** panel, click **[Dial Back]** option to set dial back setting

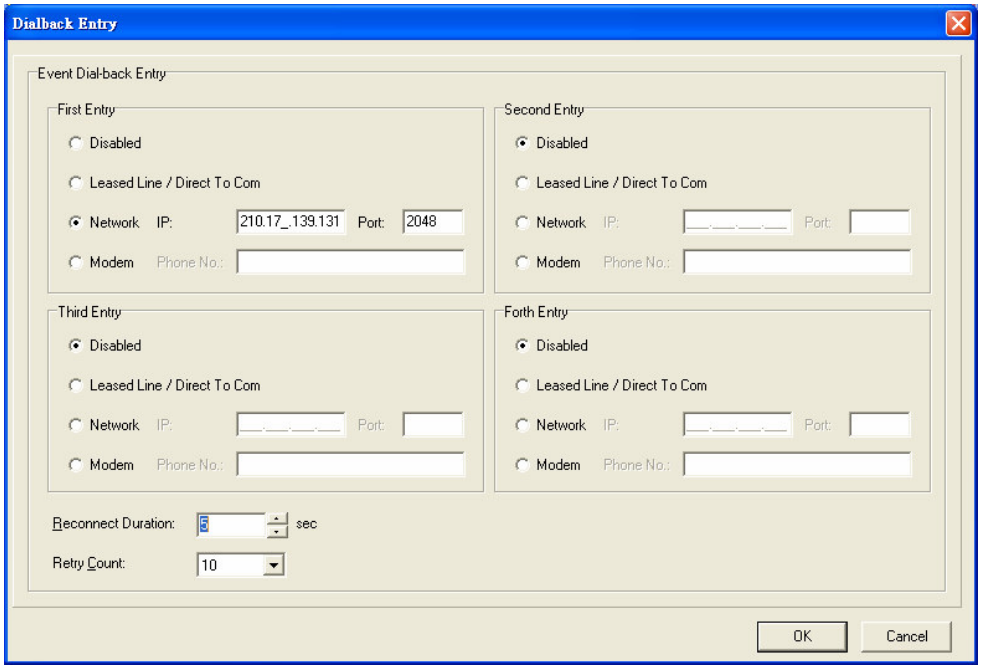


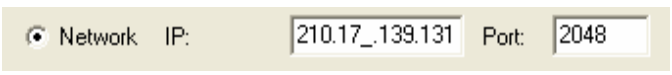
Step 2 : Click **[Enable Dial Back]** checkbox to enable dial back for that event.



Step 3 : Click **[Dial Back Settings]** button to pop up **{Dial-back Entry}** panel

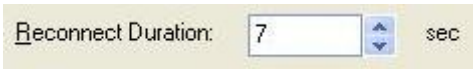
☞ The options in **{Dial-back Entry}** panel are **global settings** that mean these settings apply to all dial back actions. User may need to do this setting once.





Step 4 : Enter the dial back IP address and the port number of the PC.

☞ *Since dial back allows the transmitter to connect to **one** remote PC only, the transmitter will try to connect to the 1st IP entry, then 2nd entry, etc. The PC with 1st dial back IP entry has the **highest** dial back priority.*

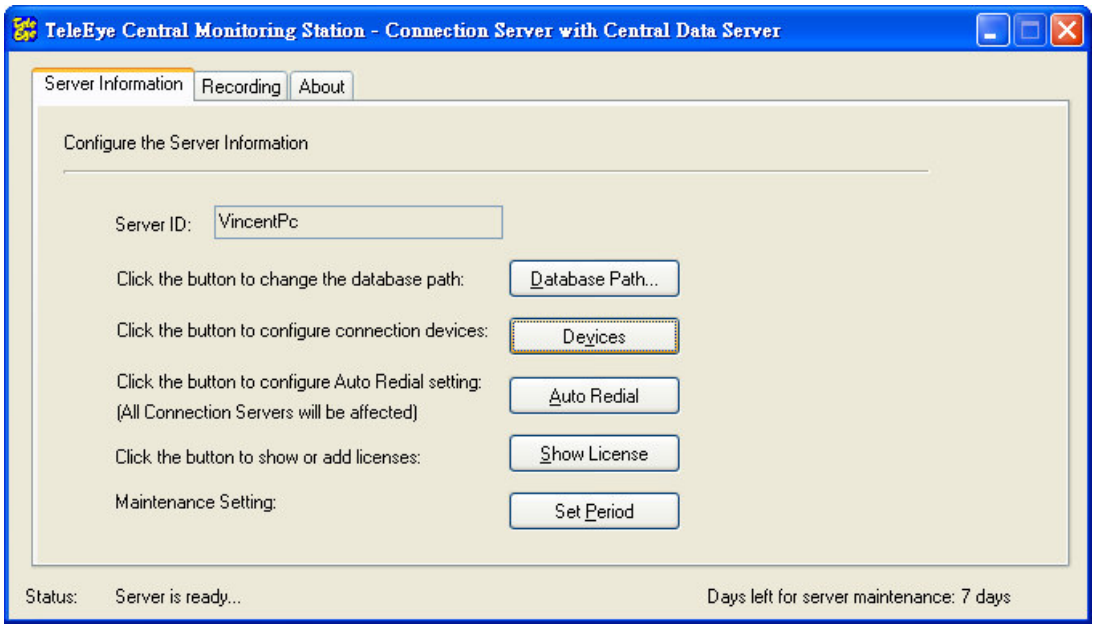


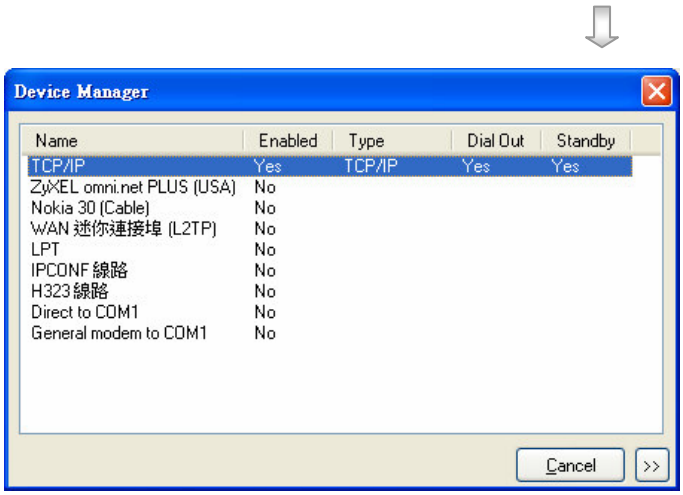
Step 5 : Select **[Reconnect Duration]** for choosing the dial back retries duration.

Step 6 : Select **[Retry Count]** for choosing the number of dial back fails retry. Press **[OK]** button to exit the panel.

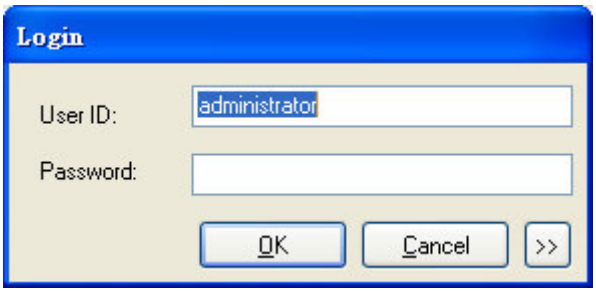
Step 7 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter. Press **[Close]** to exit the panel and go back to the main panel.

Step 8 : Open **{Connection Server}** program and chooses **[Devices]**

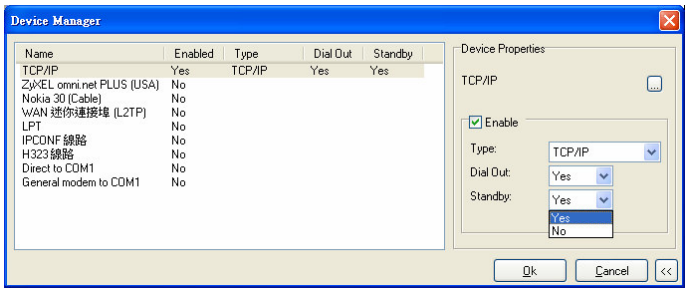




Step 9 : In **{Device Manger}** dialog box, choose the Device type and press **[>>]** to continue the setup



Step 10 : Enter the alarm password. The default alarm password is **000000**

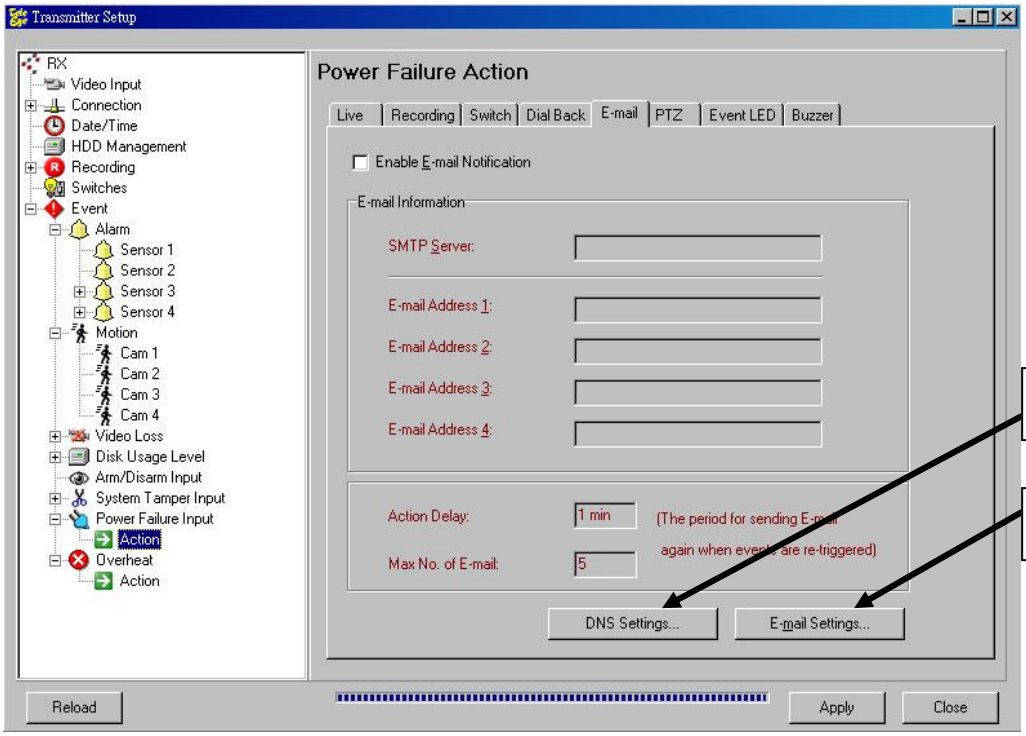


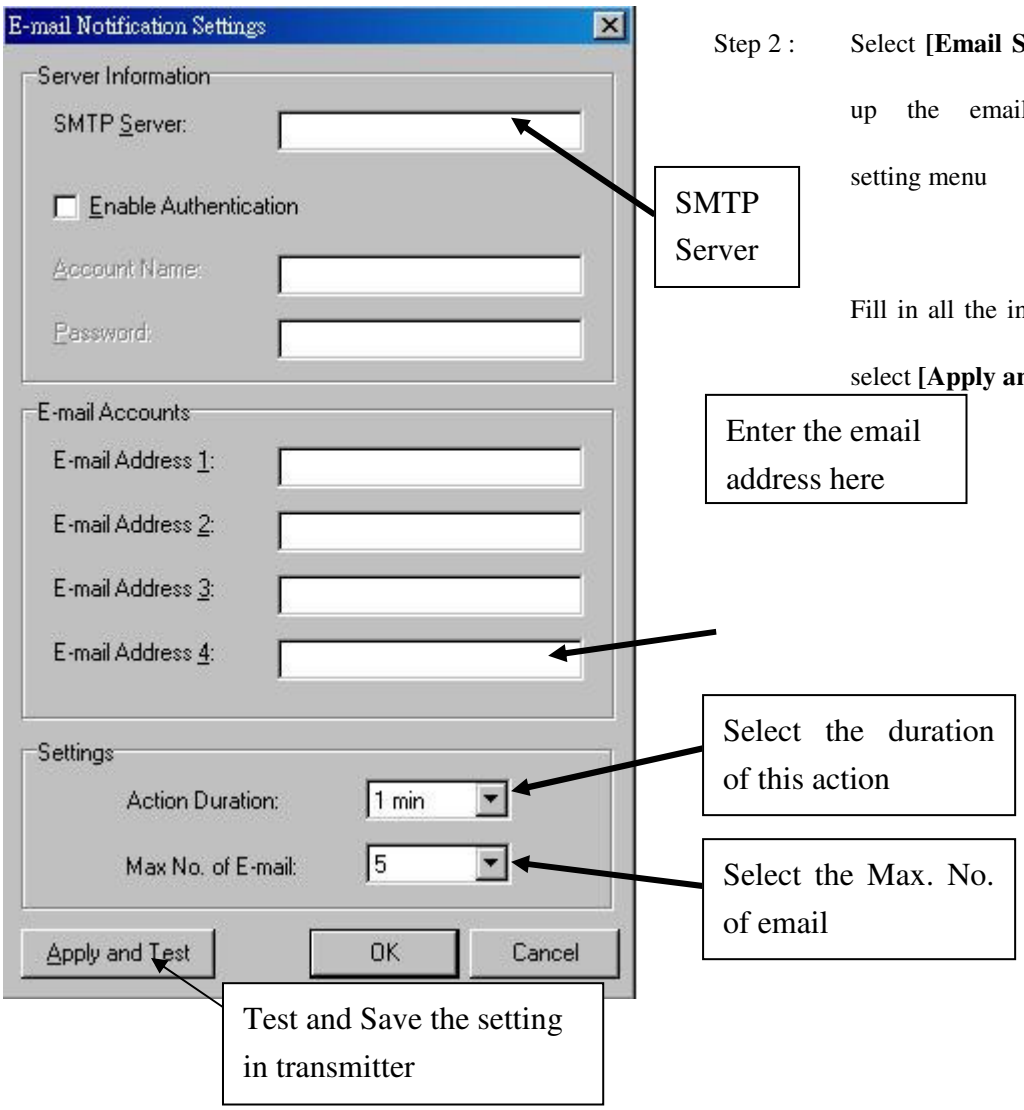
Step 11 : In **[Device Properties]** section, choose **[Standby]** to Yes

8.2.5 Email

Email setup procedure:

Step 1: Click **[Enable]** to enable email notification





Step 2 : Select **[Email Setting]** to pop up the email notification setting menu

Fill in all the information and select **[Apply and Test].**

For detail of DNS Setting for TeleEye RX Video Transmitter, please refer to Section 7.4.1.

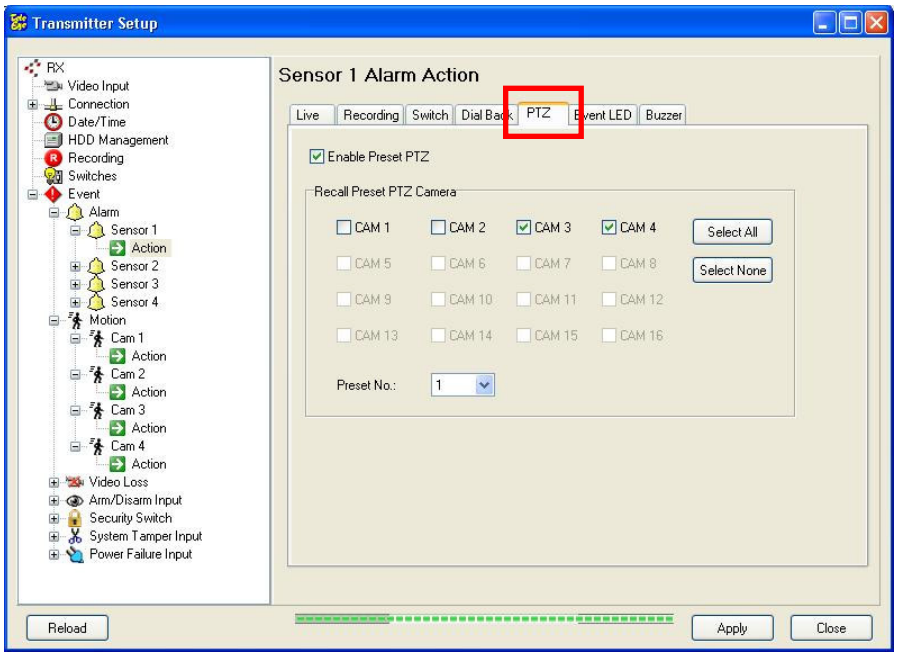
8.2.6 Pan Tilt Zoom (PTZ)

PTZ Camera

PTZ camera action allows the pan tilt zoom camera to go to user preset position for viewing what happen if an event trigger.

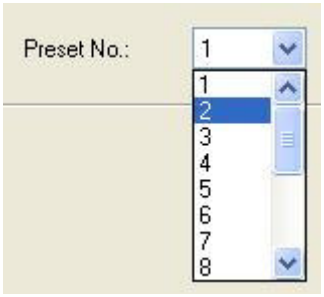
PTZ Setup Procedure :

Step 1 : In **{(Event) Action}** panel, click **[PTZ]** option to set pan tilt zoom camera setting



Step 2 : Click **[Enable Preset PTZ]** checkbox to enable pan tilt zoom camera for that event.

Step 3 : Click the checkbox for the camera to select which camera for the PTZ camera action. **[Select All]** option is for selecting all cameras. **[Select None]** option is for selecting no camera. However, user needs to select **at least one** camera for the action.



Step 4 : Click **[Preset No.]** to select the preset position for the PTZ camera to go to if the event trigger.

Step 5 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.2.7 Event LED

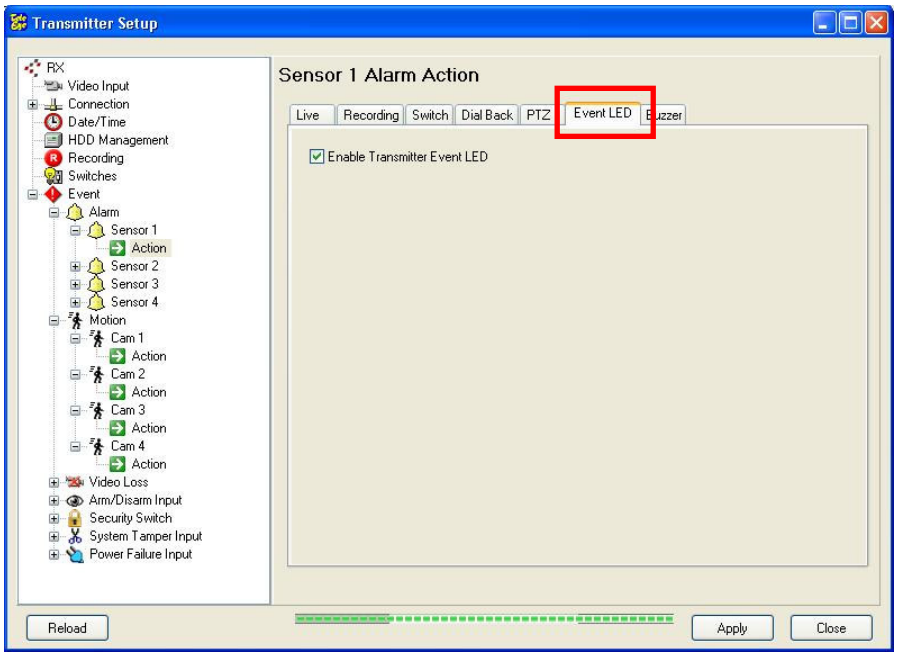
Event LED

The event LED is the LED built on the front panel of ***Tele*Eye RX** transmitter

. If an event trigger, the LED is blinking until the event is clear.

Event LED Setup Procedure :

Step 1 : In **{(Event) Action}** panel, click **[Event LED]** option to set event LED setting



Step 2 : Click **[Enable Transmitter Event LED]** checkbox to enable event LED for that event.

Step 3 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.2.8 Buzzer

Buzzer

This buzzer contains inside the ***Tele*Eye RX** transmitter. It can produce **"Beep"** sound in order to draw nearby operator attention about an event trigger.

Duration

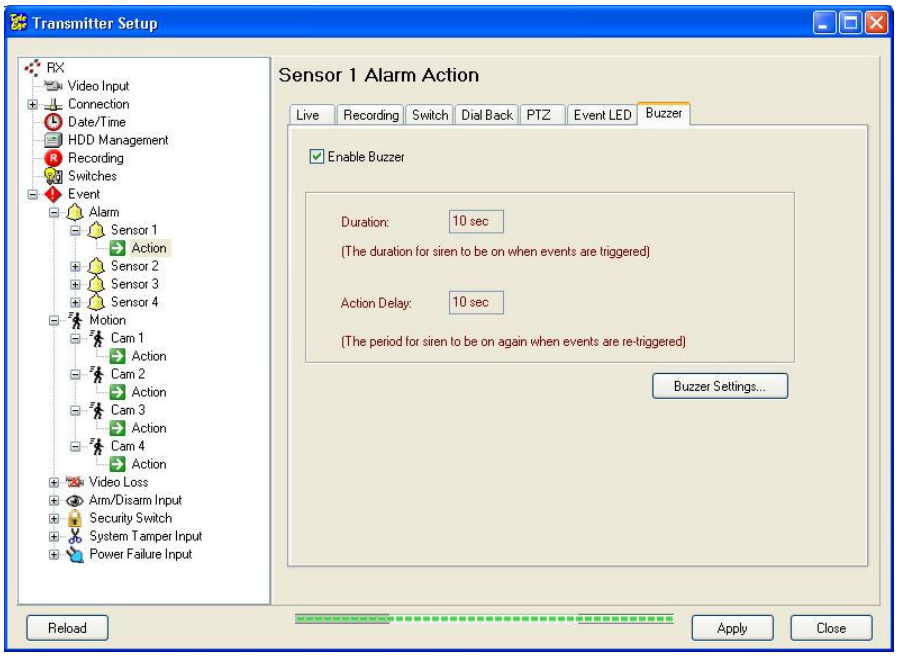
Duration is the period for turning on the buzzer.

Action Delay

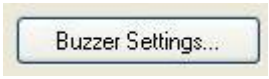
Action delay is the period after turning off the buzzer turning on.

Buzzer Setup Procedure :

Step 1 : In **{(Event) Action}** panel, click **[Buzzer]** option to set buzzer setting

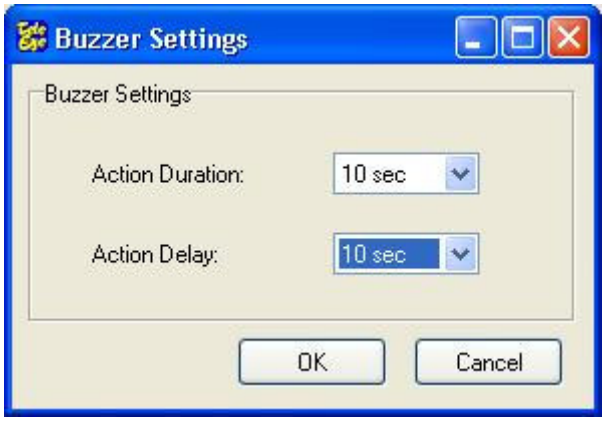


Step 2 : Click **[Enable Buzzer]** checkbox to enable buzzer for that event.



Step 3 : Click **[Buzzer Settings]** button to pop up **{Buzzer Settings}** panel

☞ The options in **{Buzzer Settings}** panel are **global settings** that mean these settings apply to all buzzer actions. User may need to do this setting once.



Step 4 : Click **[Action Duration]** to select the time for buzzer action duration. Click **[Action Delay]** to select the time for buzzer action delay. Press **[OK]** button to exit the panel.

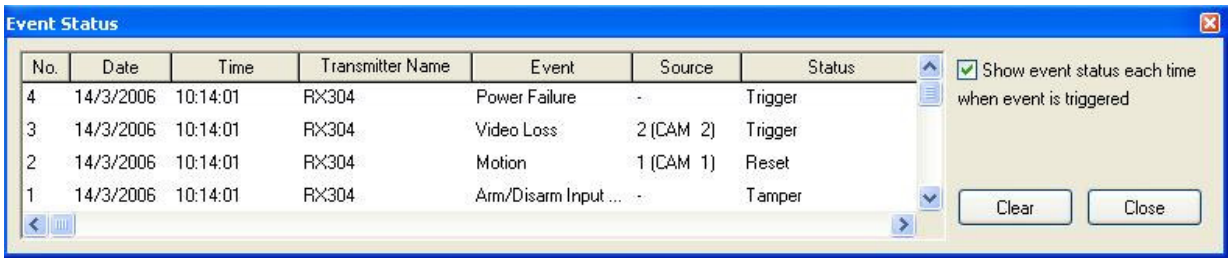
Step 5 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

8.3 Event Indication

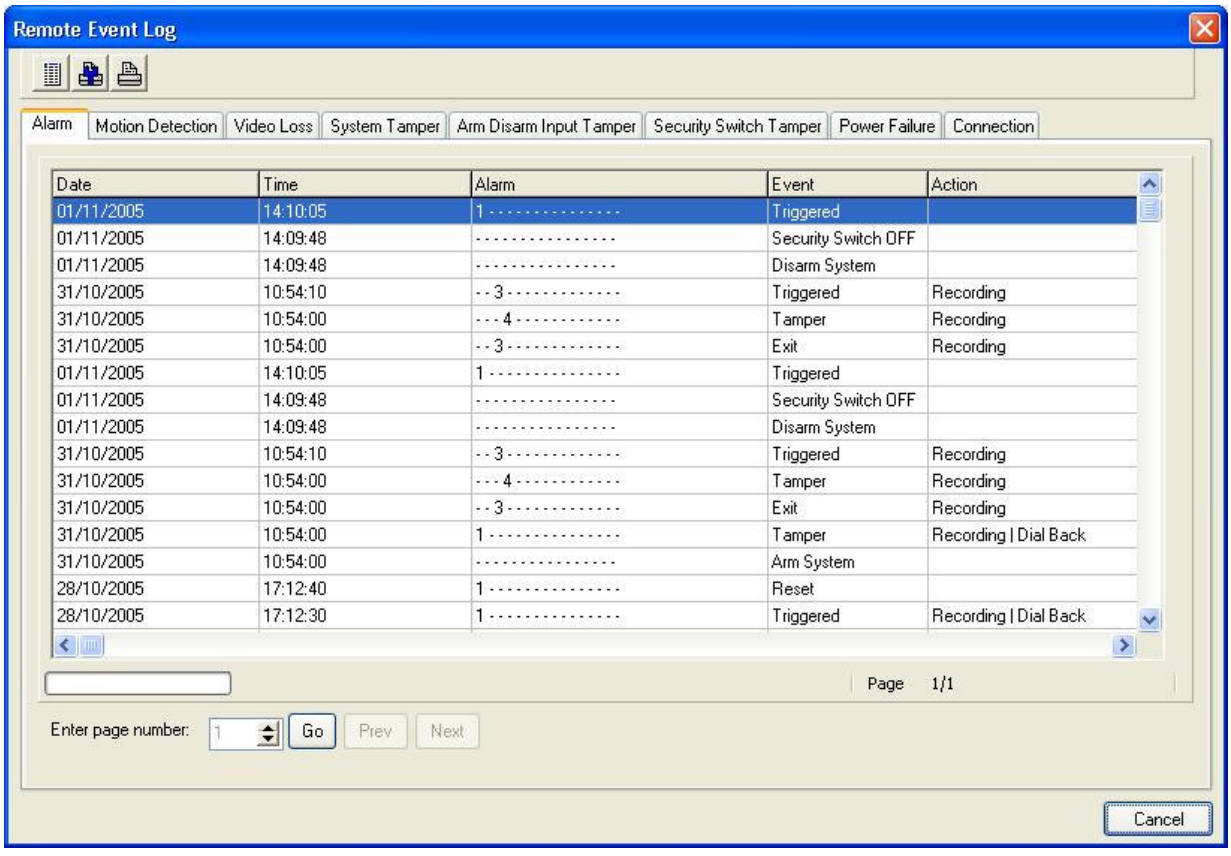
***Tele*Eye Central Monitoring Station** has user friendly event display interface and accurate event log. User can realize event trigger through different panels on the interface or read the event log.

1. Event Panel

2. Event Status



3. Event Log



8.3.1 Event Panel

Event panel is located at the main panel. It shows the instantaneous event status to users.

Event Panel Button Indication Table

Button	Meaning
	Switch the **[Event]** panel to alarm mode
	Switch the **[Event]** panel to motion mode
	Switch the **[Event]** panel to tamper mode
	Switch the **[Event]** panel to system mode
	Switch the **[Event]** panel to video loss mode

Event Panel Icon Indication Table

Icon	Icon Status	Meaning
	Symbol " – "	When the corresponding camera is not installed
	Symbol "O "	A selected event corresponding to the camera triggering/triggered.
	Green "O "	A selected event corresponding to the camera triggered and not cleared.
	Red "O "	A selected event corresponding to the camera is triggering.
	Gray	No Disk Usage event triggered/is triggering or this checking is not enabled.
	Green	Disk Usage event is triggered and is not cleared.
	Red	Disk Usage event is triggering.
	Gray	No Over Heat event triggered/is triggering or this checking is not enabled.
	Green	Over Heat event is triggered and is not cleared.
	Red	Over Heat event is triggering.
	Gray	No Power Failure event triggered/is triggering or this checking is not enabled.
	Green	Power Failure event is triggered and not cleared.
	Red	Power Failure event is triggering.
	Gray	No System Tamper event triggered/is triggering or this checking is not enabled.
	Green	event is triggered and is not cleared.
	Red	event is triggering.
	Gray	No Alarm Tamper event triggered/is triggering or this checking is not enabled.
	Green	Alarm Tamper event is triggered and is not cleared.
	Red	Alarm Tamper event is triggering.

Others Event Panel Icon Indication Table

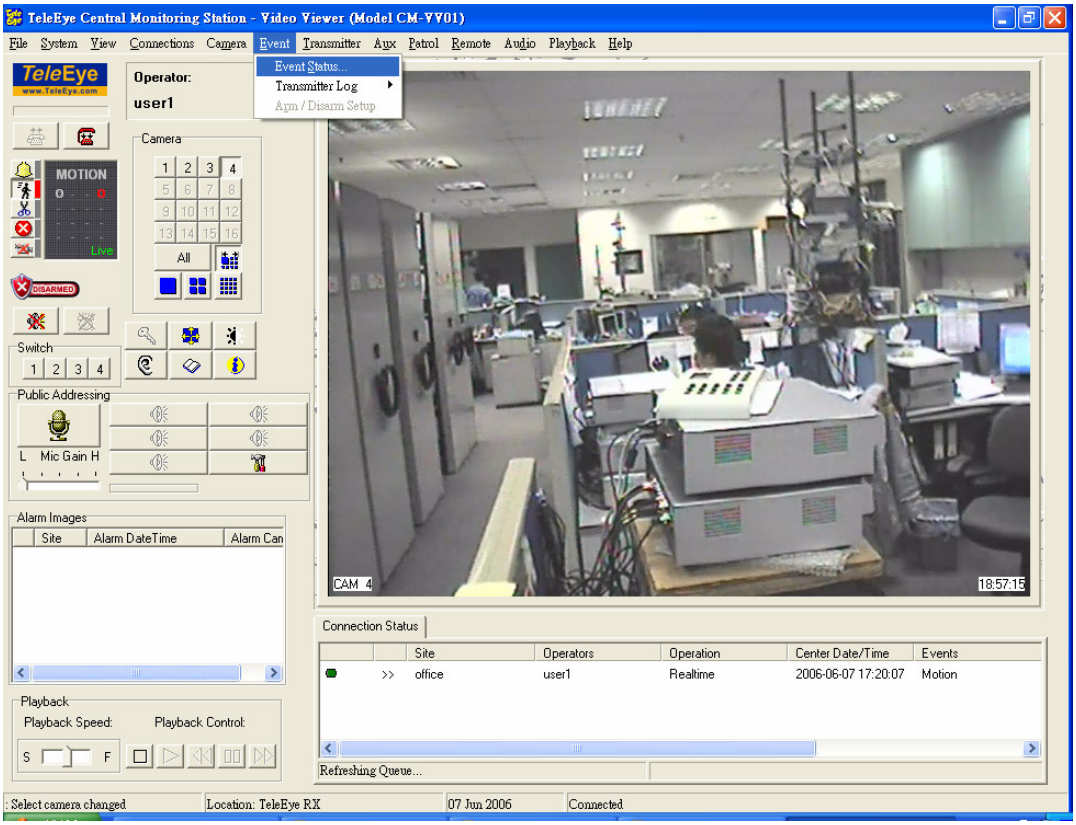
	Colour	Clear event if any event reset (green icon). If an event is triggered, it cannot be cleared.
	Dimmed	No event clear. It occurs if no event is triggered or all events are triggering.
	Colour	Siren is turned on by an event trigger
	Dimmed	Siren is turned off if no event trigger or siren timeout.
	Green	The system is armed.
	Red	The system is disarmed.
	Lock On	The security switch is turned on.
	Lock Off	The security switch is turned off.

8.3.2 Event Status

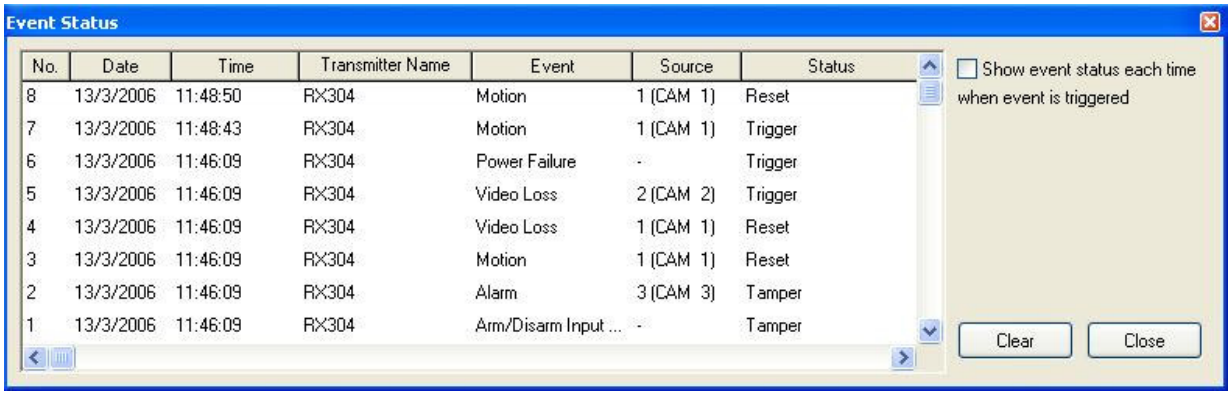
The event status can show the most updated event status to user through log format.

Event Status Using Procedure :

Step 1 : Click **[Event]** → **[Event Status]** option on the main panel.



Step 2 : **{Event Status}** panel



Event Status Column Description :

No.

The sequence of the event status

Date

Date of the event status

Time

Time of the event status

Transmitter Name

The transmitter at which the event is triggered.

Event

The kind of event trigger

Source

The alarm sensor number & name; or camera number & name of the event

Status

The status of the event. Trigger means the event is triggering. Reset means the event has been triggered before without clear. Clear means the event has been cleared.

Step 3 : Click the checkbox to pop up the status when event trigger. Default is clicked.

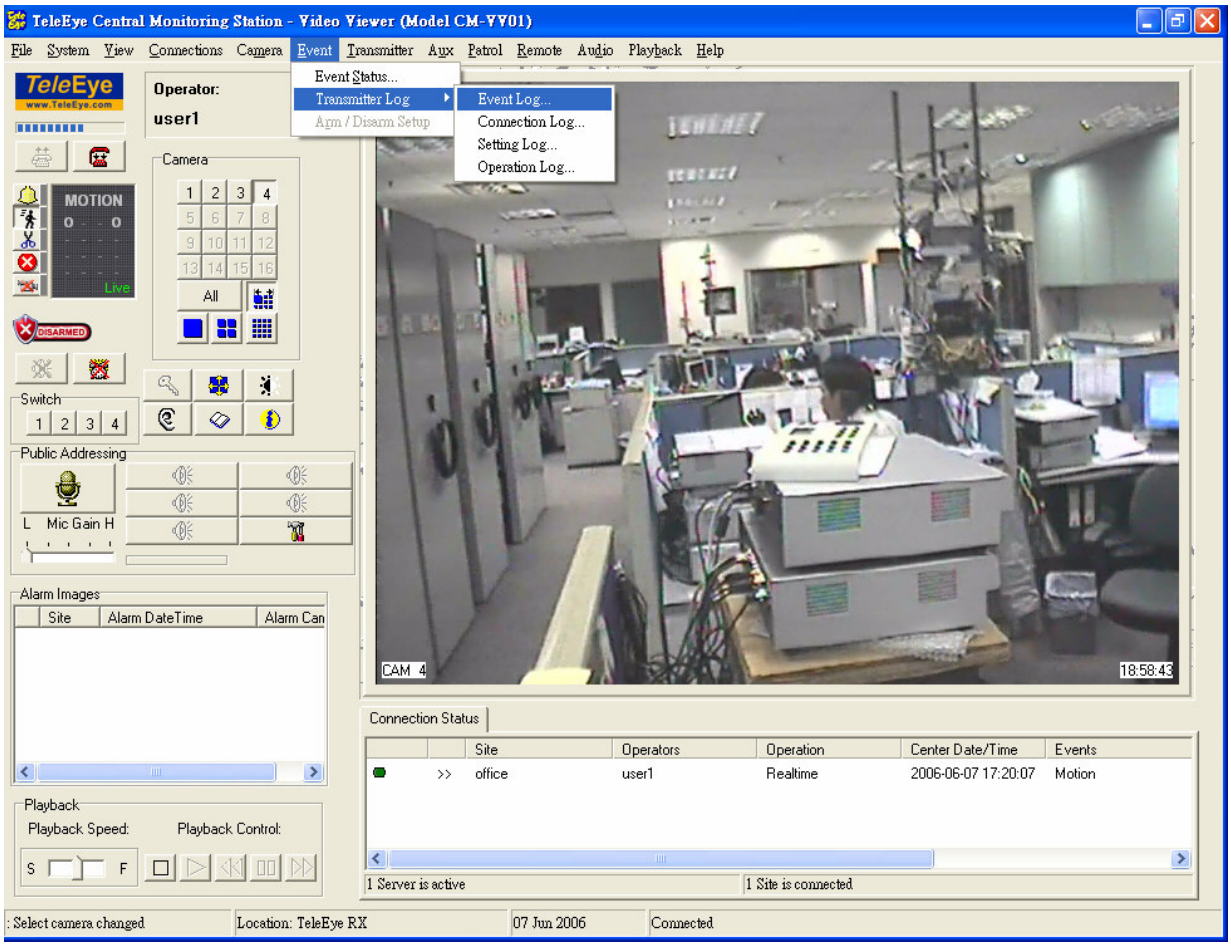
Step 4 : User may clear the event status by pressing **[Clear]** button. Press **[Close]** to close the event status.

8.3.3 Event Log

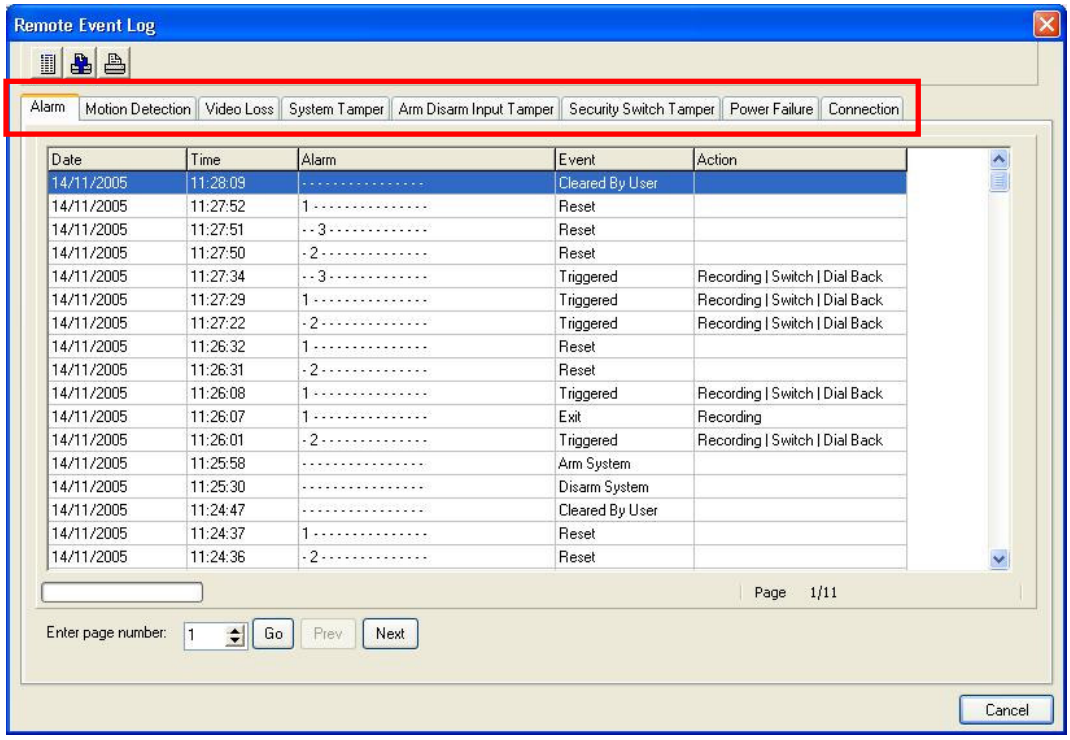
Event log record the event trigger status with the detailed action taken.

Event Log Using Procedure :

Step 1 : Click **[Event]** → **[Transmitter Log]** → **[Event Log]** option on the **{main}** panel.



Step 2 : **{Remote Event Log}** panel. User can select different event menu.



Event Logs Column Description :

Date

It is the date when the event occurs.

Time

It is the time when the event occurs.

Alarm/Motion/Video Loss

It is the alarm sensor number (Alarm Log), or the camera number(Motion and Video Loss Log)

Event/State/Status

It is the event status, such as trigged, reset, cleared by user.

Action

It is the associate actions taken for the event

Connection Log Column Description :

Date

It is the date when the connected or disconnected.

Time

It is the time when the connected or disconnected.

Access Media

It is the connection media between the transmitter and the PC, such as TCP/IP or modem.

Type

It is the type of connection, either PC connects to the transmitter or the transmitter dials back to PC by event action.

IP

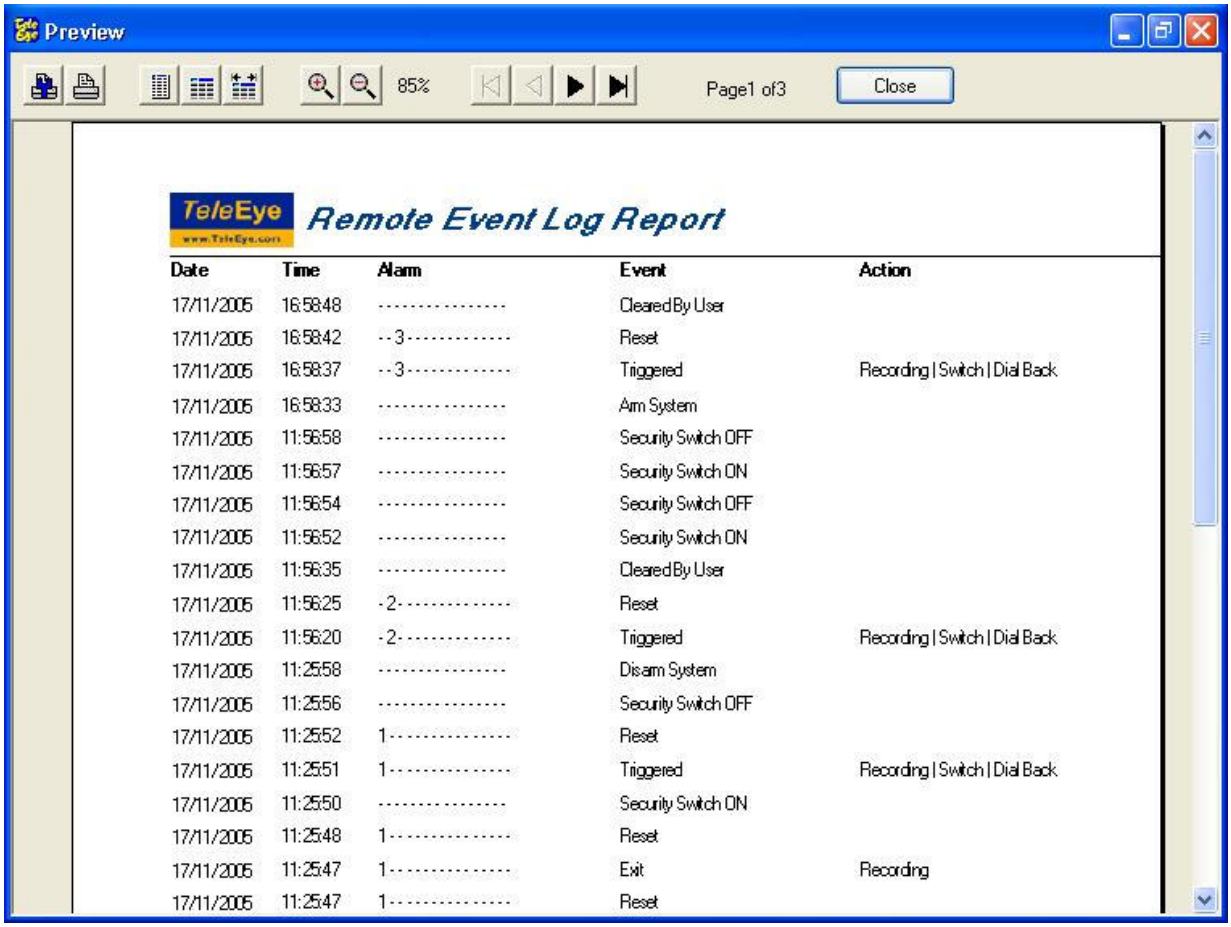
It is the transmitter's IP or phone number.

Status

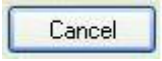
It is the status of connection, either connected or disconnected.

Step 3 : Enter the page number and press **[Go]** button to go to the log page, or press **[Next]** button to go to the next log page.

Step 4 : User may print out the event log report by using the printing function. Press **[Preview]** icon to view the remote event log report first



Date	Time	Alarm	Event	Action
17/11/2005	16:58:48	----------	Cleared By User	
17/11/2005	16:58:42	--3----------	Reset	
17/11/2005	16:58:37	--3----------	Triggered	Recording | Switch | Dial Back
17/11/2005	16:58:33	----------	Arm System	
17/11/2005	11:56:58	----------	Security Switch OFF	
17/11/2005	11:56:57	----------	Security Switch ON	
17/11/2005	11:56:54	----------	Security Switch OFF	
17/11/2005	11:56:52	----------	Security Switch ON	
17/11/2005	11:56:35	----------	Cleared By User	
17/11/2005	11:56:25	-2----------	Reset	
17/11/2005	11:56:20	-2----------	Triggered	Recording | Switch | Dial Back
17/11/2005	11:25:58	----------	Disarm System	
17/11/2005	11:25:56	----------	Security Switch OFF	
17/11/2005	11:25:52	1----------	Reset	
17/11/2005	11:25:51	1----------	Triggered	Recording | Switch | Dial Back
17/11/2005	11:25:50	----------	Security Switch ON	
17/11/2005	11:25:48	1----------	Reset	
17/11/2005	11:25:47	1----------	Exit	Recording
17/11/2005	11:25:47	1----------	Reset	



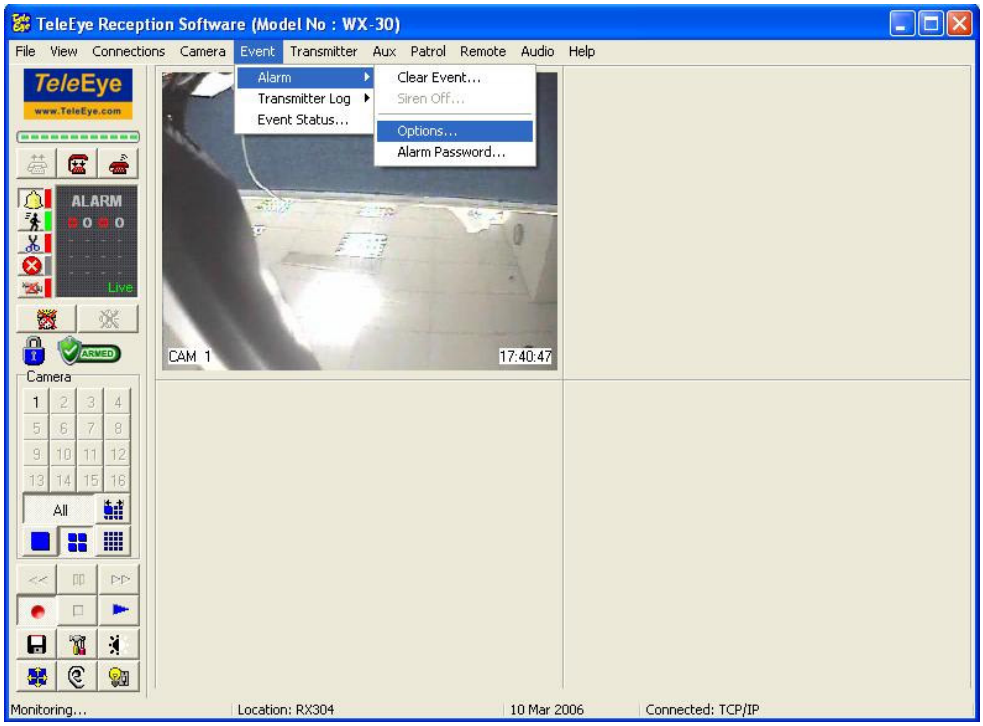
Step 5 : Press **[Cancel]** button to exit **{Remote Event Log}** panel.

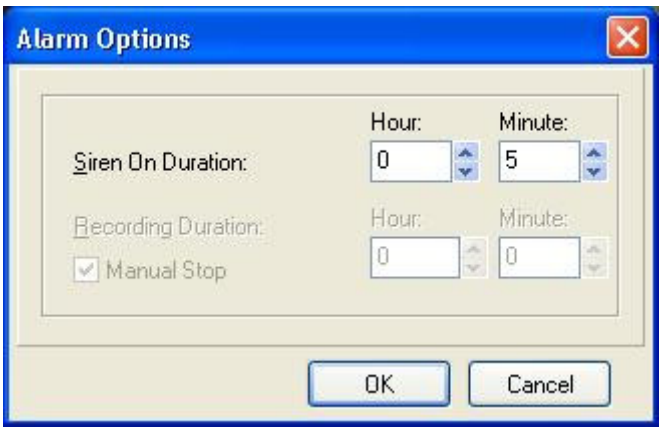
8.3.4 Siren

The siren can produce a "**Don**" sound in order to let user know an event is triggered. User can set the siren duration if event is triggered.

Siren Duration Setup Procedure :

Step 1 : Click **[Event]** → **[Alarm]** → **[Option]** option on the main panel to pop up **{Alarm Option}** panel.





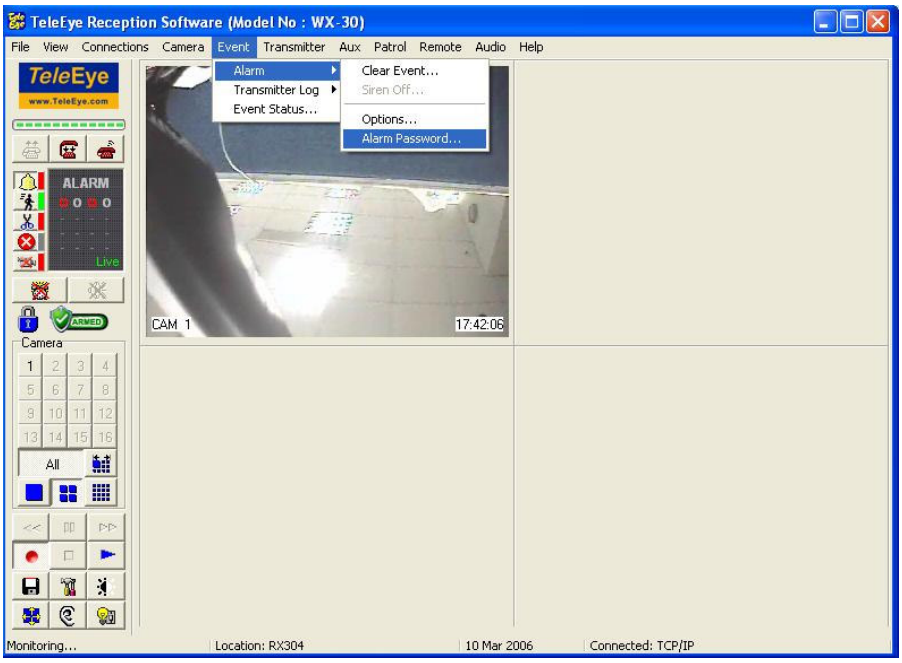
Step 2 : Select the time for siren duration. Press **[OK]** button to complete the setting.

8.3.5 Clear Event

After an event is reset, user can clear the event icon at the event panel. User needs to enter the alarm password in order to clear the event icon at the event panel.

Change Alarm Password Procedure :

Step 1 : Click **[Event]** → **[Alarm]** → **[Alarm Password]** option on the main panel.



Step 2 : Enter old alarm password, new alarm password and confirm the password again. Press **[OK]** to complete the setting.

☞ *Default alarm password is **000000**. Alarm password is saved in your PC, not **Tele**Eye **RX** transmitter, so user can set different alarm password at different PC.*

Clear Event Icon Procedure :

Step 1 : Click **[Clear Event]** icon on the main panel.

Step 2 : Enter the alarm password. Press **[OK]** button to clear the event icon.

8.4 Working with Event Log and Status

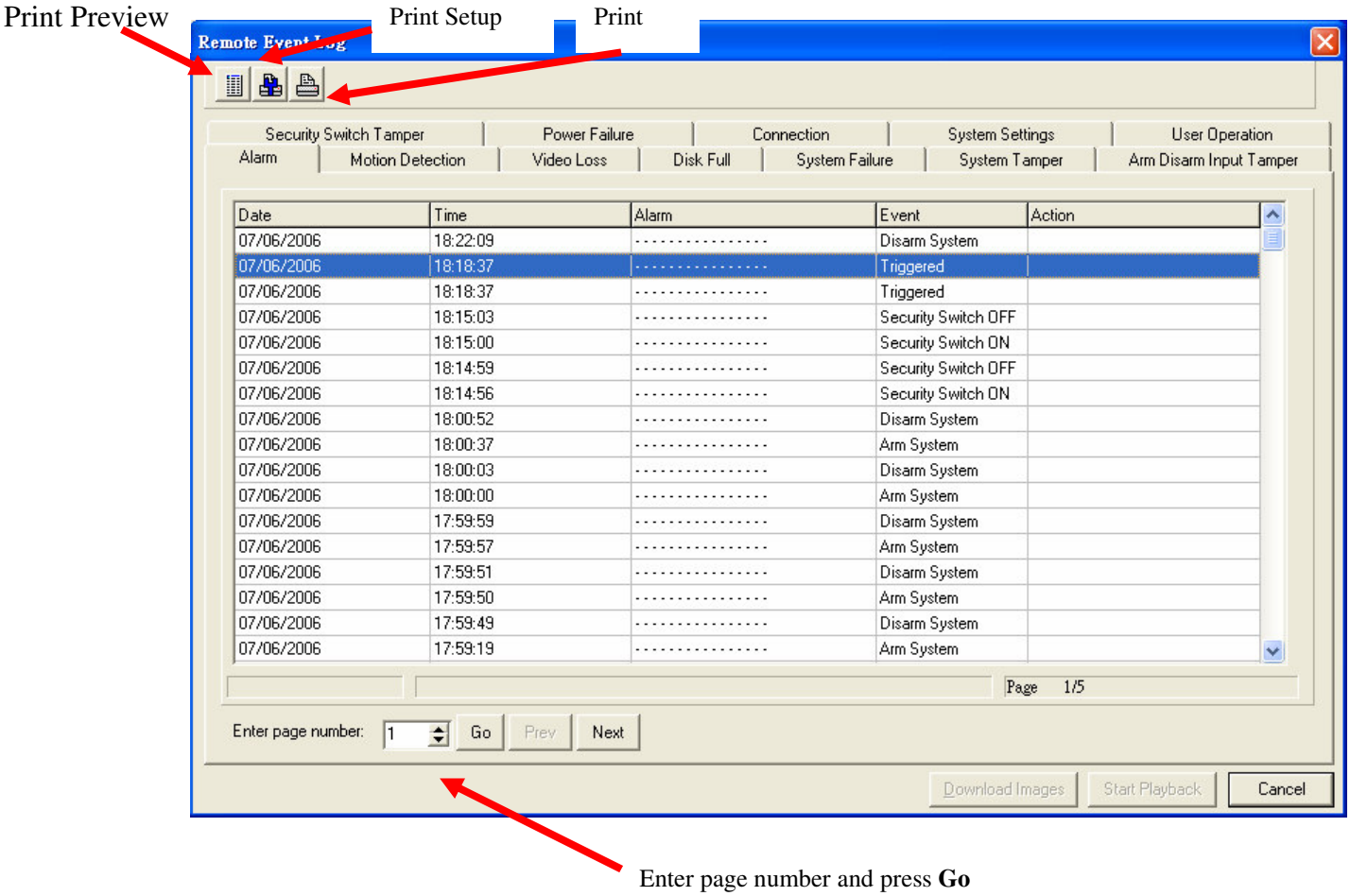
Event log and status allow operator to know the status of event triggered.

In this section, you will learn the followings:

- Event Log
- Event Status

8.4.1 Event Log

To customize the output of the logs, follow the steps below:



1. Select **[Event]** → **[Transmitter Log]** → **[Event Log…]** from **{Main Panel}**.

2. Select the functions and logs:

Print Preview

View the format of current page to be printed.

Printer Setup

Function as Operation System provides

Print

Print the records

Page mode

The recordings are divided to several pages for clearer vision.

Different records

All the records are separated into different tab pages for easier handling. The different tab pages are **Alarm** log, **Motion Detection** log, **Video Loss** log, **Disk Full** log, **System Failure** log, **Connection** log, **System Settings** log and **User Operation** log.

In Alarm log

Date, **Time**, which camera associated with **Alarm** sensors have been triggered and what **Actions** have been taken are shown.

In Motion Detection log

Date, **Time**, which camera associated with **Motion Detection** have been triggered and what **Actions** have been taken are shown.

In Video Loss log

Date, **Time**, which camera associated with **Video Loss** sensors have been triggered and what **Actions** have been taken are shown.

In Disk Full log

Date, **Time**, **Disk Status** and what **Actions** have been taken are shown.

In System Failure log

Date, **Time**, **Component Failure** and what **Actions** have been taken are shown.

In Connection log

It indicates **Date**, **Time**, **Access Media**, **IP** and **Status**.

In System Settings log

It indicates **Date**, **Time**, **Access Media**, **IP** and **Updated Settings**.

In User Operation log

It indicates **Date**, **Time**, **Access Media**, **IP** and **Activity**.

Log available only for BS8418 mode:

In Security Switch Tamper log

It indicates **Date**, **Time**, **Status** and **Action taken.**

In Power Failure log

It indicates **Date**, **Time**, **Status** and **Action taken.**

In System Restart log

It indicates **Date**, **Time**, **Restarted by who** and **Action taken.**

In System Tamper log

It indicates **Date**, **Time**, **Status** and **Action taken.**

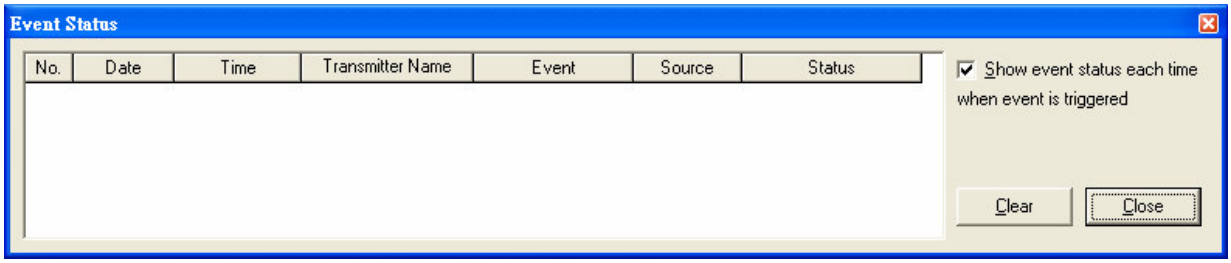
In Arm/Disarm Input log

It indicates **Date**, **Time**, **Status** and **Action taken.**

8.4.2 Event Status

To customize the output of the event status, follow the steps below:

1. Select **[Event]** → **[Event Status…]** from **[Main Panel]**.



In case the checkbox "**Show event status each time when event is triggered**" is activated, window of Event Status will pop up when defined event is triggered. User can be informed and take action. In the window, the event will be sort in descending order with accordance with happening time. **Date/Time** is information given. Certainly, the major element is the **Event Status**. Click **[Clear]** to erase all shown records and **[Close]** for closing the window.

9 Pan Tilt Zoom

9.1 PTZ Settings

***Tele*Eye RX** transmitter can control pan tilt zoom camera for remote monitoring. The pan tilt zoom camera action can be activated by event triggered or manual control.

Pan Speed

The horizontal movement speed of the PTZ camera

Tilt Speed

The vertical movement speed of the PTZ camera

Pan Duration

The horizontal movement duration after pressing a **[Left]** or **[Right]** button

Tilt Duration

The vertical movement duration after pressing a **[Up]** or **[Down]** button

Zoom Duration

The zoom in or out duration after pressing a **[Zoom Tele]** or **[Zoom Wide]** button

Iris Duration

The open or close of iris duration after pressing a **[Open Iris]** or **[Close Iris]** button

Focus Duration

The focus duration after pressing a **[Focus Near]** or **[Focus Far]** button

Additional Duration

Some additional camera functions duration

Washer Duration

The action time taken for the washer of the PTZ camera

Wiper Duration

The action time taken for the wiper of the PTZ camera

Patrol Speed

The movement speed for one position to another position of the PTZ camera

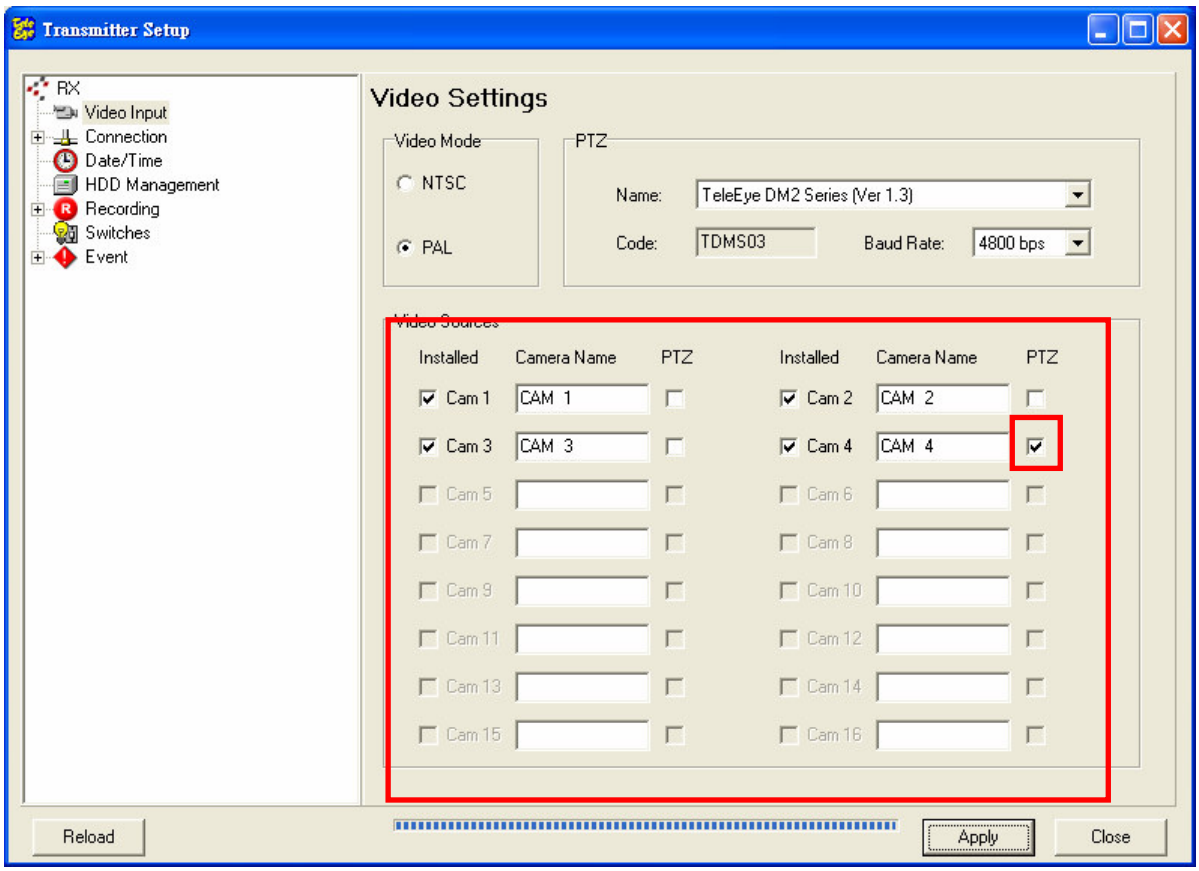
Patrol Dwell Time

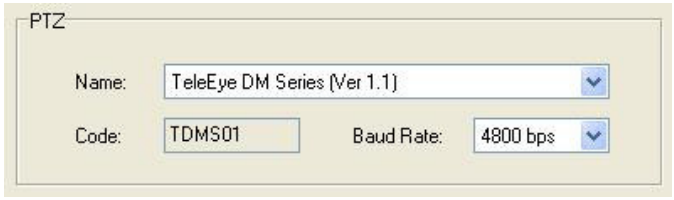
The time for the PTZ camera to stay at one position

☞ *Due to different PTZ camera supports different driver operation, some PTZ camera settings may be* ***dimmed****. If there is any problem, please refer to the manual of the PTZ camera to read if the PTZ have that function or not.*

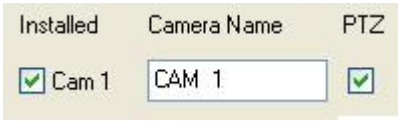
PTZ Setting Procedure :

Step 1 : Click **[Transmitter]** → **[Settings]** icon on the main panel and input the administrator password to pop up **{Transmitter Setup}** panel. Choose **[Video Input]** option to do the PTZ camera settings.





Step 2 : Select the suitable PTZ driver and baud rate according to the PTZ camera.



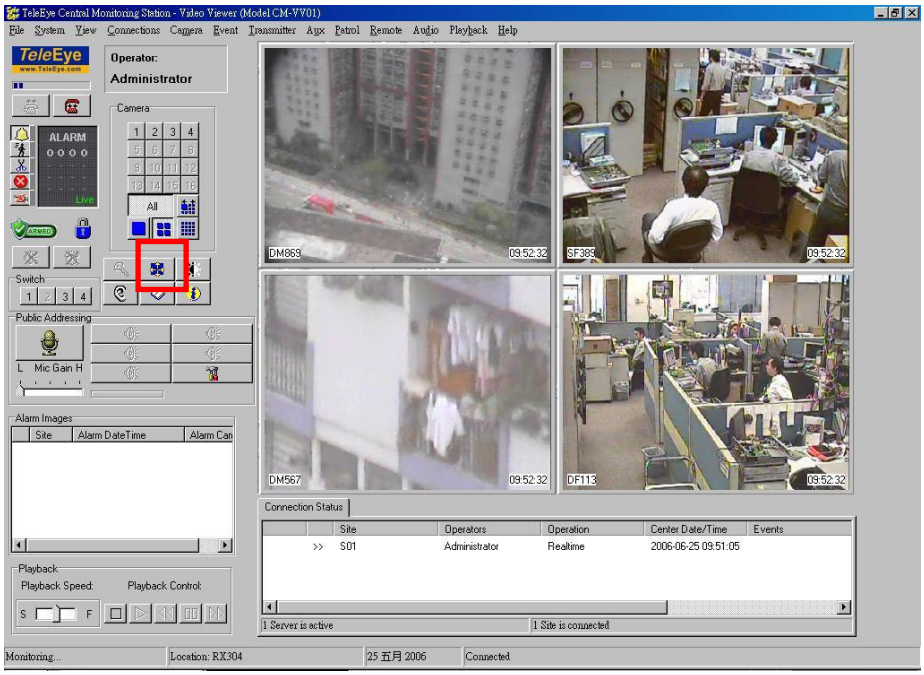
Step 3 : Click **[PTZ]** checkbox to enable the camera as PTZ camera.

Normally, the PTZ camera needed to be installed at the camera number according to its camera ID in order to control it.

For further detail, please take a look on the camera or its manual in order to choose the above settings.

Step 4 : After clicking **[PTZ]** checkbox in step 3, user can enter **{Pan Tilt Zoom}** panel by click **[Pan Tilt Zoom]**

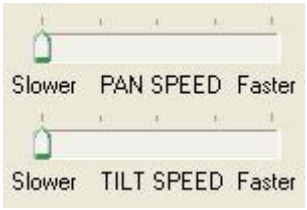
icon on the main panel



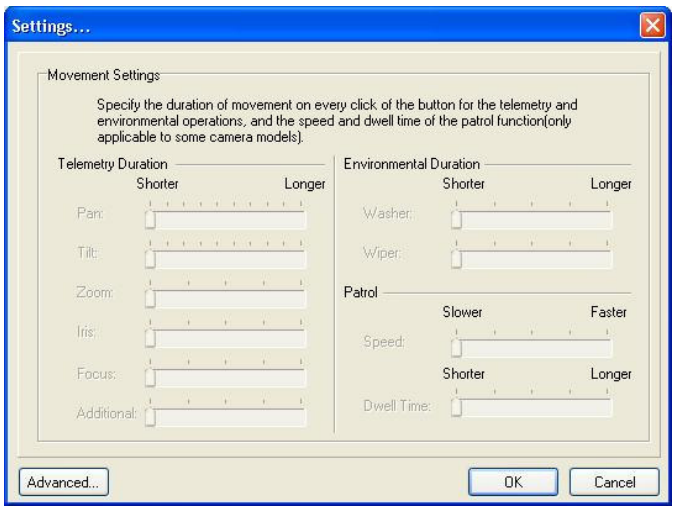
Step 5 : **{Pan Tilt Zoom}** panel pop up. User can do other PTZ settings and control the camera through this panel.

Step 6 : User can select the PTZ driver and which PTZ camera to view. The cameras that can be selected at **[Camera]** option are the cameras selected at the checkbox in step 3.

☞ *The PTZ driver option in the panel **CANNOT** be saved in the transmitter, so it is used for testing or temporally use only.*



Step 7 : Scroll the **[Pan Speed]** or **[Tilt Speed]** bar to select the pan speed and tilt speed respectively.



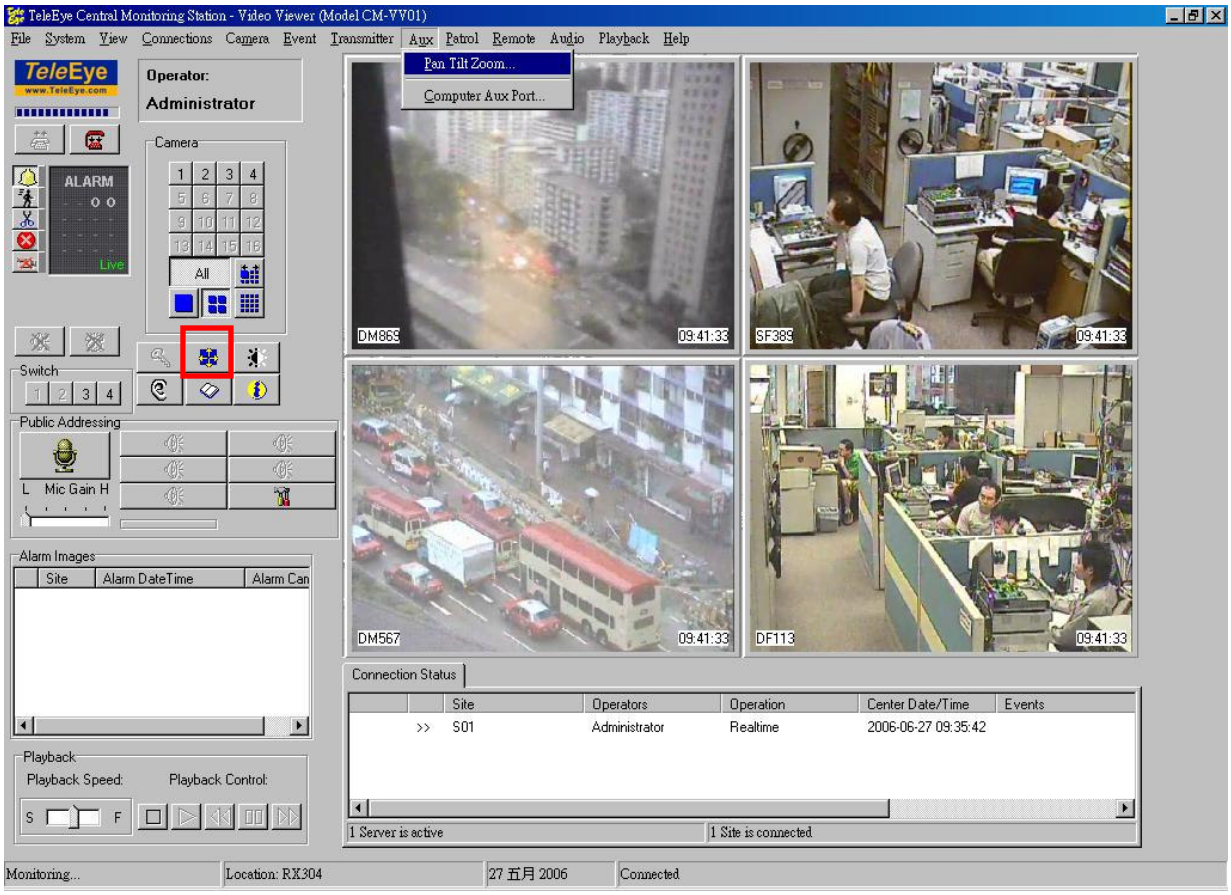
Step 8 : Press **[Settings]** button on **{Pan Tilt Zoom}** panel to pop up this **{Setting}** panel to select pan duration, tilt duration, zoom duration, iris duration, focus duration and additional duration by scrolling the bar. Press **[OK]** to save the settings and exit the panel.

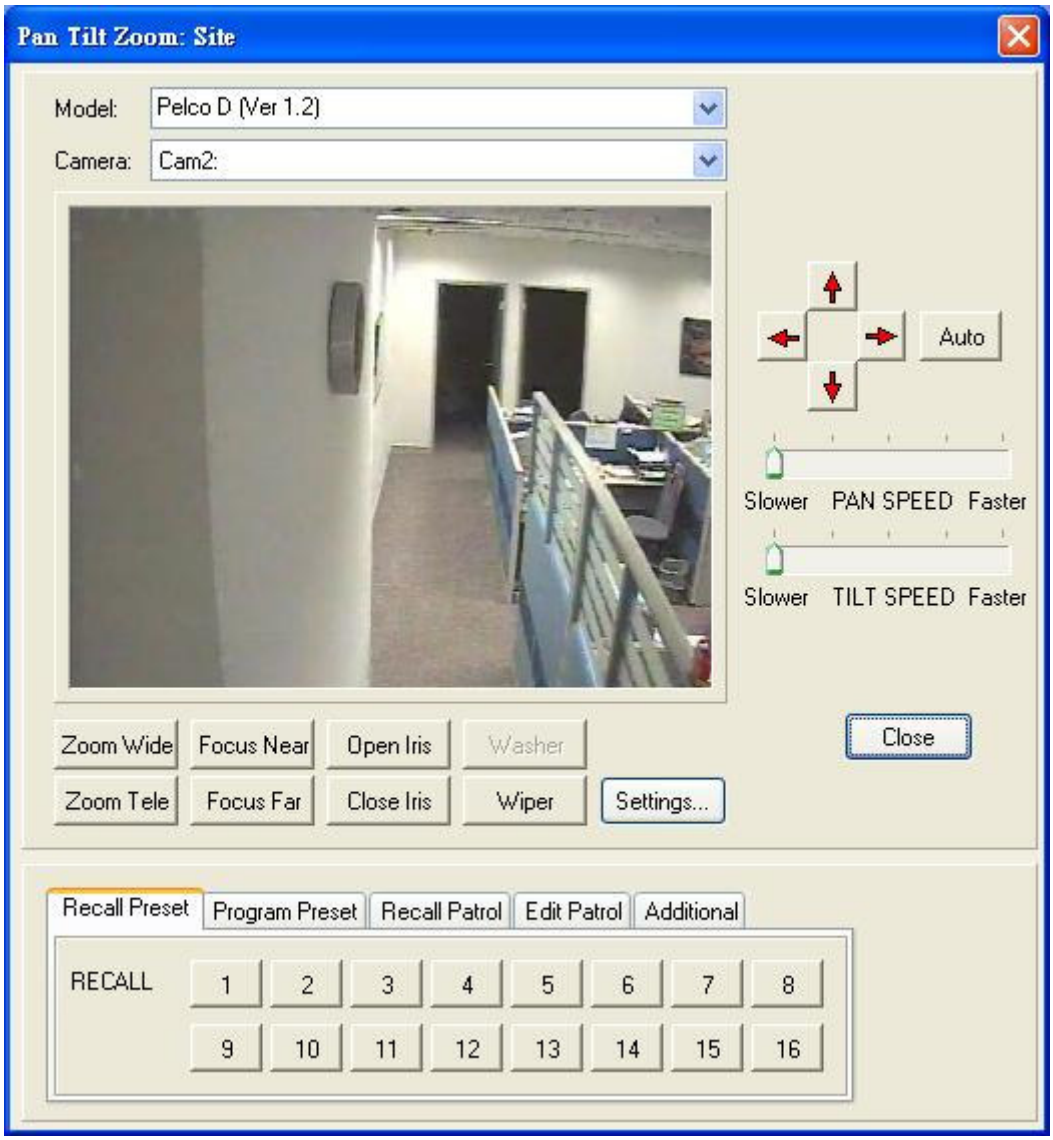
9.2 PTZ Control

There are several commands to control a PTZ camera manually using ***Tele*Eye CMS**.

PTZ Control Procedure:

Step 1 : Click **[AUX]** → **[Pan Tilt Zoom]** option or **[Pan Tilt Zoom]** icon on the main panel to enter the **{Pan Tilt Zoom}** panel

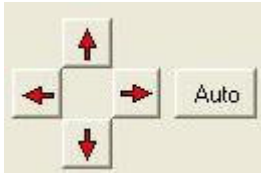

TeleEye Central Monitoring Station - Video Viewer (Model CM-VV01)
File System View Connections Camera Event Transmitter Aux Patrol Remote Audio Playback Help
Pan Tilt Zoom...
Computer Aux Port...
TeleEye
Operator:
Administrator
Camera
ALARM
Live
All
Switch
Public Addressing
L Mic Gain H
Alarm Images
Site
Alarm DateTime
Alarm Can
Playback
Playback Speed:
Playback Control:
S F
DM865 09:41:33
SF389 09:41:33
DM567 09:41:33
DF113 09:41:33
Connection Status
Site
Operators
Operation
Center Date/Time
Events
>> S01 Administrator Realtime 2006-06-27 09:35:42
1 Server is active
1 Site is connected
Monitoring...
Location: RX304
27 五月 2006
Connected



{Pan Tilt Zoom} Panel Description :

Pan/Tilt Control Button

It contains **[Up]**, **[Down]**, **[Left]** and **[Right]** arrow icon. **[Up]** and **[Down]** arrow icons to tilt the camera up and down respectively and **[Left]** and **[Right]** arrow icons to pan the camera left and right respectively. To set the camera pan left and right automatically (i.e. auto-pan function), click the auto button and the button will be held down. To cancel the auto-pan function, click button again.



☞ *When auto pan is enabled, manual pan will be disabled*

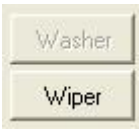
☞ *Some speed dome cameras do not support the auto-pan function. In this case, the auto-pan function will take no operation when the auto button is pressed.*

Zoom Lens Control Button

It contains **[Zoom Wide]**, **[Zoom Tele]**, **[Focus Far]**, **[Focus Near]**, **[Open Iris]**, **[Close Iris]** button for adjusting zoom, focus and iris of the camera.

Environmental Control

It contains **[Washer]** and **[Wiper]** buttons. The **[Washer]** and **[Wiper]** buttons switch on the washer and wiper respectively in the remote camera house.



Recall Preset Tab

It contains 16 numeric buttons for 16 preset locations. For each button, user should set the position in the **[Program Preset]** tab. The PTZ camera view moves to the pre-defined preset location when the button is clicked if that button is set in **[Program Preset]**.

Program Preset Tab

It is used to configure the desired direction and lens' settings as the pre-defined position(s).

Recall Patrol Tab

It contains 4 patrol and stop buttons, which are used to activate the patrol tours of the selected PTZ camera model. When the **[Patrol 1,2,3,4]** button is clicked, the camera starts the tour until the patrol operation is cancelled (i.e. **[Stop Patrol]** button is pressed).

Edit Patrol Tab

It contains 16 numeric buttons, which can be used to associate preset points with patrol tour. The **[Add]** and **[Delete]** buttons are used to add or delete preset points in the patrol tour.

Additional Tab

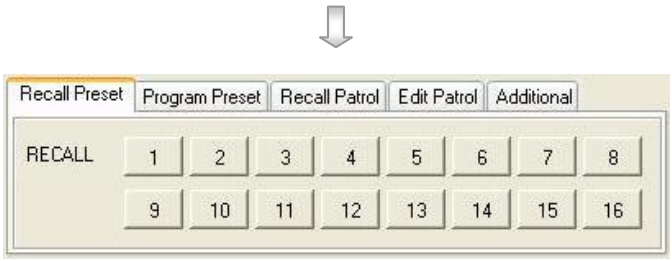
It contains 10 auxiliary buttons, which allow the user to customize the camera operation to meet special requirement. The first 5 buttons (Aux 1 to Aux 5) are momentary buttons, while the rests (Aux 6 to Aux 10) are latch buttons. To add commands to the auxiliary buttons, the alteration of the Command Table is involved. Therefore it is recommended to advance users only.

Program/Recall Preset Procedure :

Step 1 : In **{Pan Tilt Zoom}** panel, click **[Program Preset]** tab and click the **[Program]** button to define the camera view position.

Step 2: Use **[Pan Tilt Zoom]** control button to set the PTZ camera to any position. Click any

numerical button (1 to 16) to store the preset position.



Step 3: Click any numerical buttons in the **[Recall Preset]** tab. The PTZ camera view will goes to the pre-defined position if the recall number button is programmed.

Recall/Edit Patrol Procedure :

Step 1 : In **{Pan Tilt Zoom}** panel, click **[Edit Patrol]** tab and click the **[Add]** button to add more positions.

Step 2 : Click **[Recall Patrol]** tab. The PTZ camera will start it patrol tour if the recall number is added. Press **[Stop Patrol]** to stop the patrol tour.

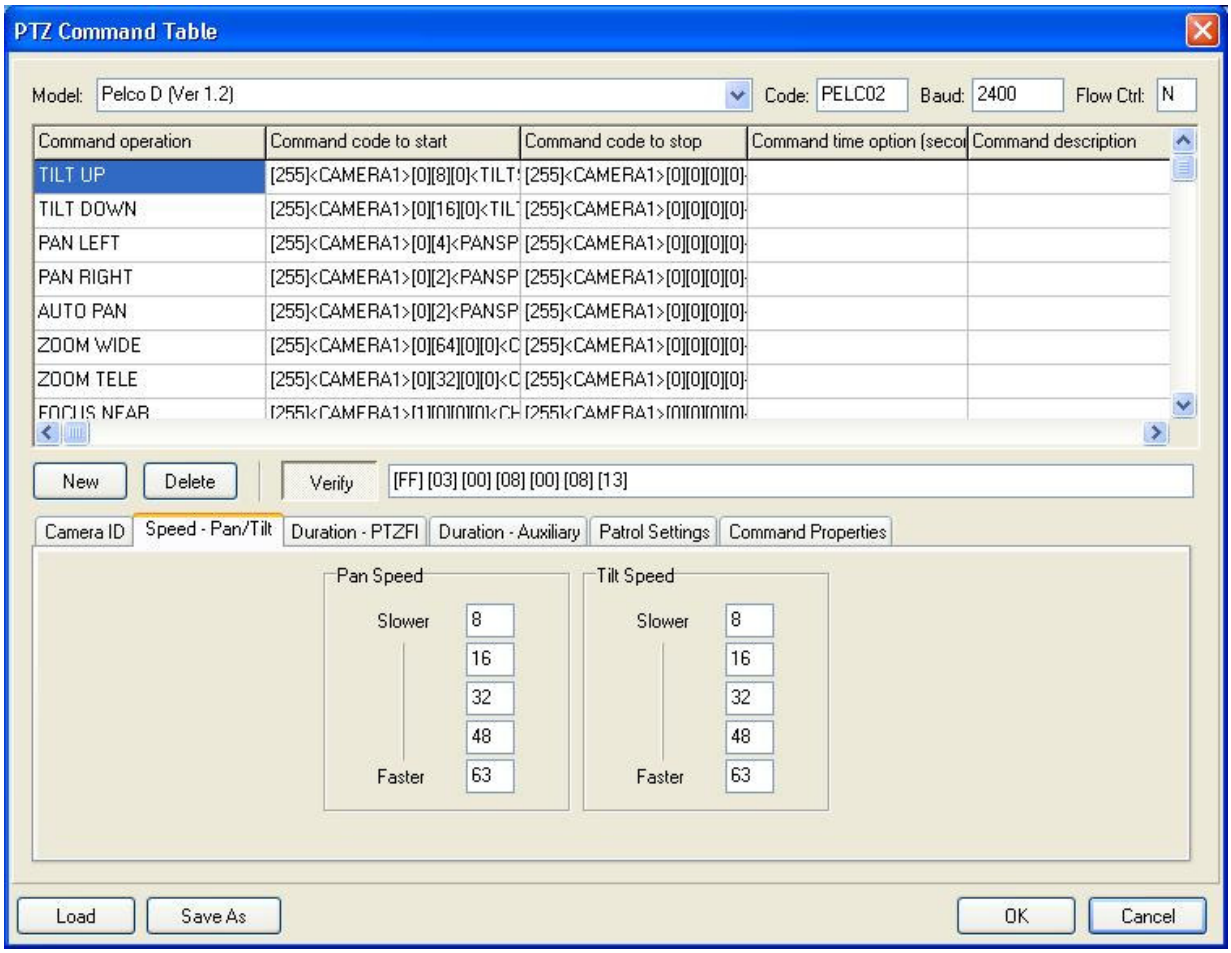
☞ *Due to different PTZ camera supports different driver operations, there MAY be **no** or **wrong** PTZ operations after pressing some buttons. If there is any problem, please refer to the manual of the PTZ camera.*

9.3 PTZ Advance Settings

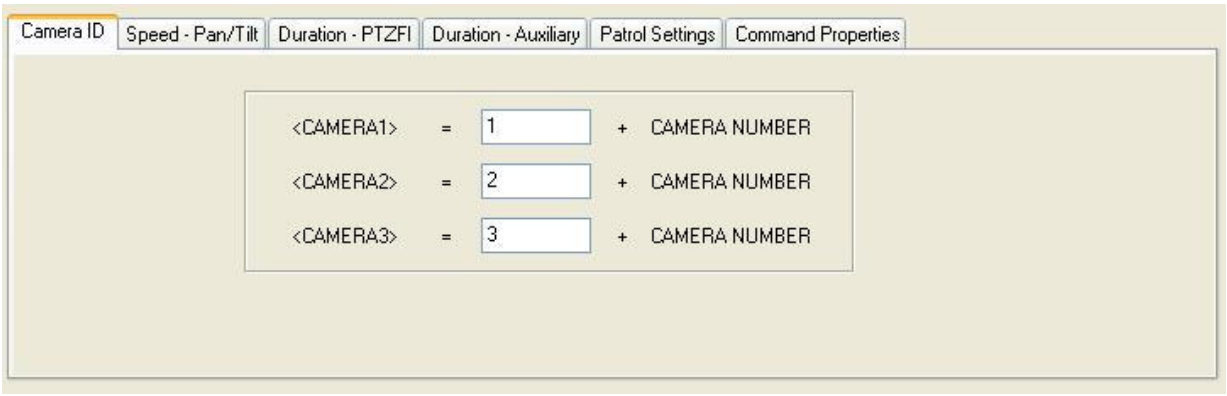
This part introduces the advance PTZ camera settings. Actually, normal user can omit this part. It is only necessary for advance PTZ camera users.

PTZ Advance Settings Procedure :

Step 1 : Enter **{Pan Tilt Zoom}** panel by clicking the **[Pan Tilt Zoom]** icon on the main panel. Press **[Settings]** button on **{Pan Tilt Zoom}** panel to pop up this **{Setting}** panel. Press **[Advance]** button on **{Setting}** panel to enter the advance settings. **{PTZ Command Table}** pop up.



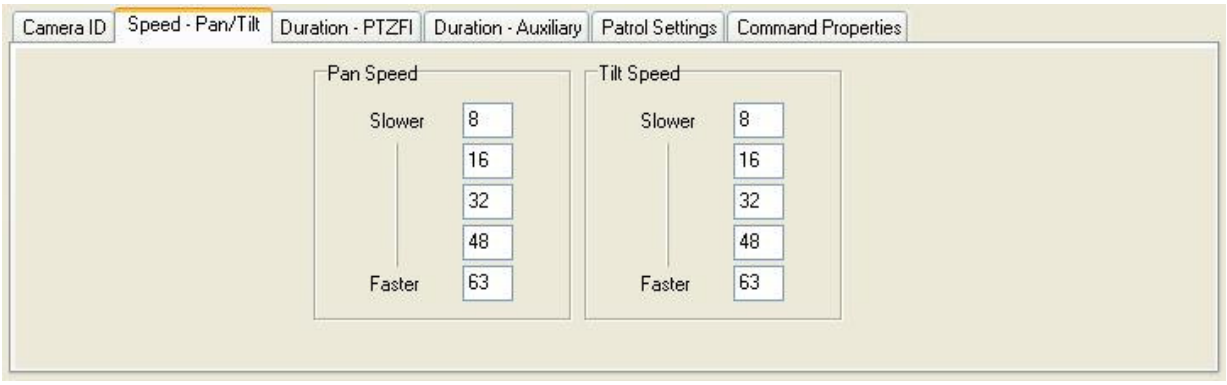
Step 2 : Press **[Camera ID]** tab and enter the value to compute the value of camera ID



For example, The PTZ camera is installed at camera 4 and input value 1.

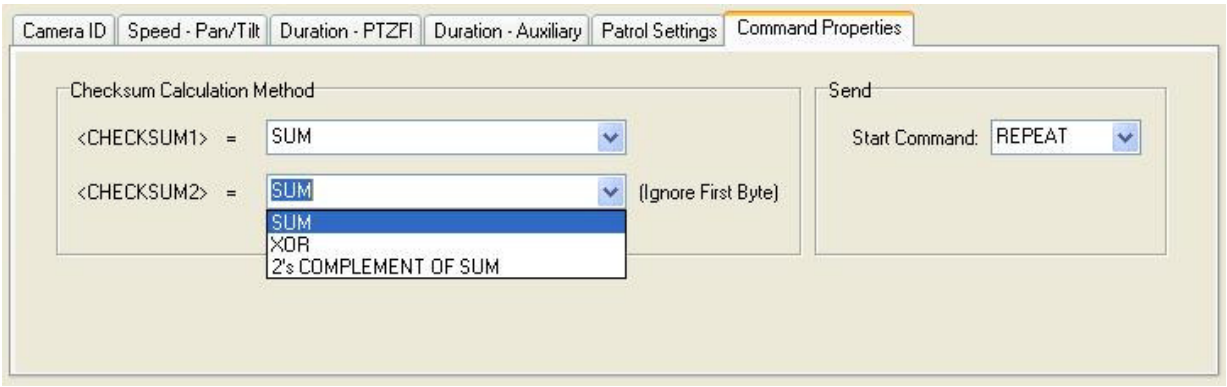
<CAMERA1> = 1+4-1 = 4 (decimal) = [04] (hexadecimal)

Step 3 : Press **[Speed – Pan/Tilt]** tab and set the values for the PTZ settings in details. Input the value for the 5 levels of slowest, slow, middle, fast and fastest of the pan or tilt speed. **[Duration-PTZFI]**, **[Duration-Auxiliary]** and **[Patrol Settings]** tabs are in similar way.

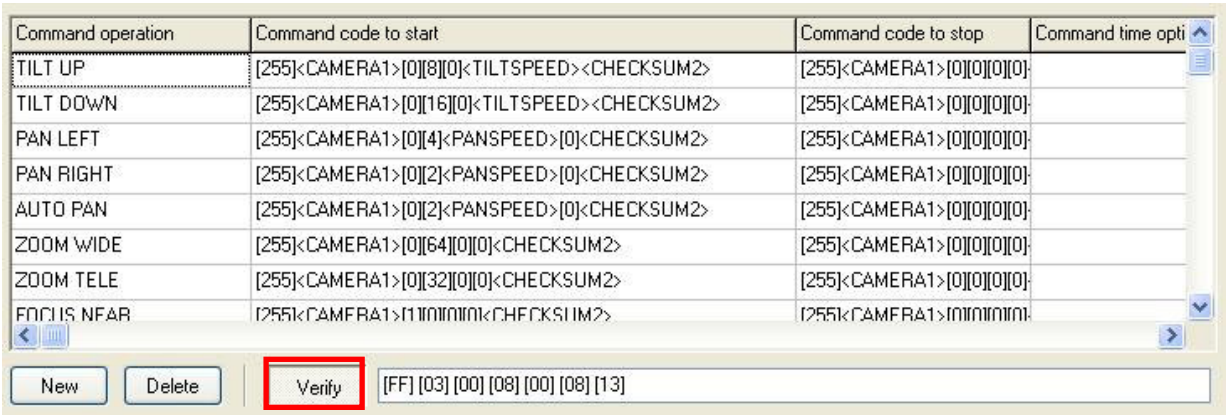


Duration Factor : The actual value need to multiply with this duration factor and then send out to the PTZ camera.

Step 4 : Choose the method to compute the value of <Checksum 1> and <Checksum 2>.



Step 5 : The PTZ commands are listed on this table. Press **[New]** to add new command. Press **[Delete]** to delete the command. These PTZ commands will be sent out from the RS485 port on the rear panel of the transmitter in order to control the PTZ camera.



User can press **[Verify]** button to verify the output code is correct or not. For example, user clicks the row **[TILT UP]** on the table.

Command code to start : [255] <CAMERA1>[0] [8] [0] <TILTSPEED><CHECKSUM2>

Verify (Hexadecimal display) : [FF] + [03] + [00] + [08] + [00] + [08] = [13]

(Using SUM calculation method)

The command and syntax is shown as table below :

Variable Name	Command	Default Value (in second)
Camera name	<CAMERA1>, <CAMERA2>,…	-
Pan speed	<PANSPEED>	-
Tilt speed	<TILTSPEED>	-
Pan duration	<PANDURATION>	1
Tilt duration	<TILTDURATION>	1
Zoom duration	<ZOOMDURATION>	0.1
Focus duration	<FOCUSDURATION>	0.1
Iris duration	<IRISDURATION>	0.1
Additional duration	<AUXDURATION>	0.1
Washer duration	<WASHERDURATION>	0.1
Wiper duration	<WIPERDURATION>	0.1
Patrol speed	<PATROLSPEED>	-
Patrol dwell time	<PATROLDWELLTIME>	-

Step 6 : Press **[Save As]** to save the setting as another driver. Press **[Load]** to load another driver to do the settings.

Step 7 : Press **[OK]** to save the current settings and exit the panel.

10 Working with Patrol Scheduler

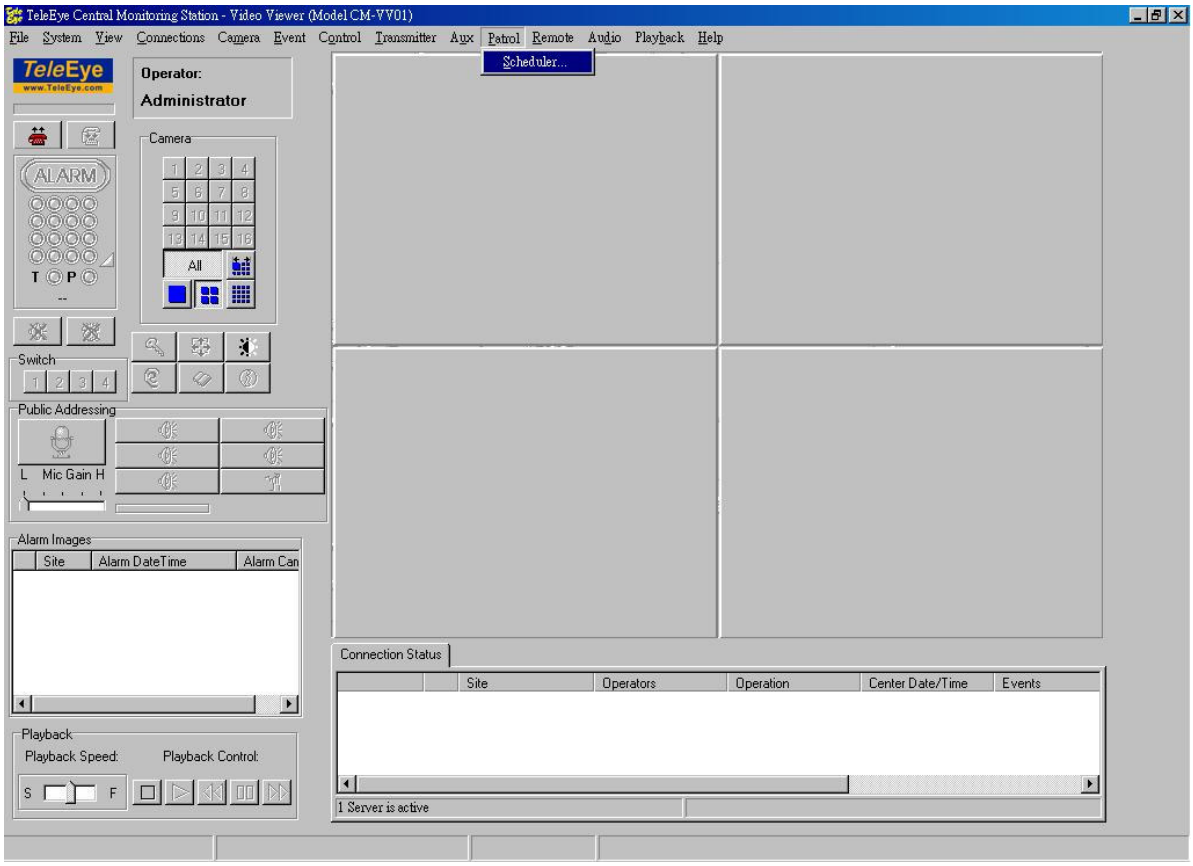
Video Viewer comes with patrol scheduler. You can schedule your remote site connection at different time period in a week.

In this section, you will learn the followings:

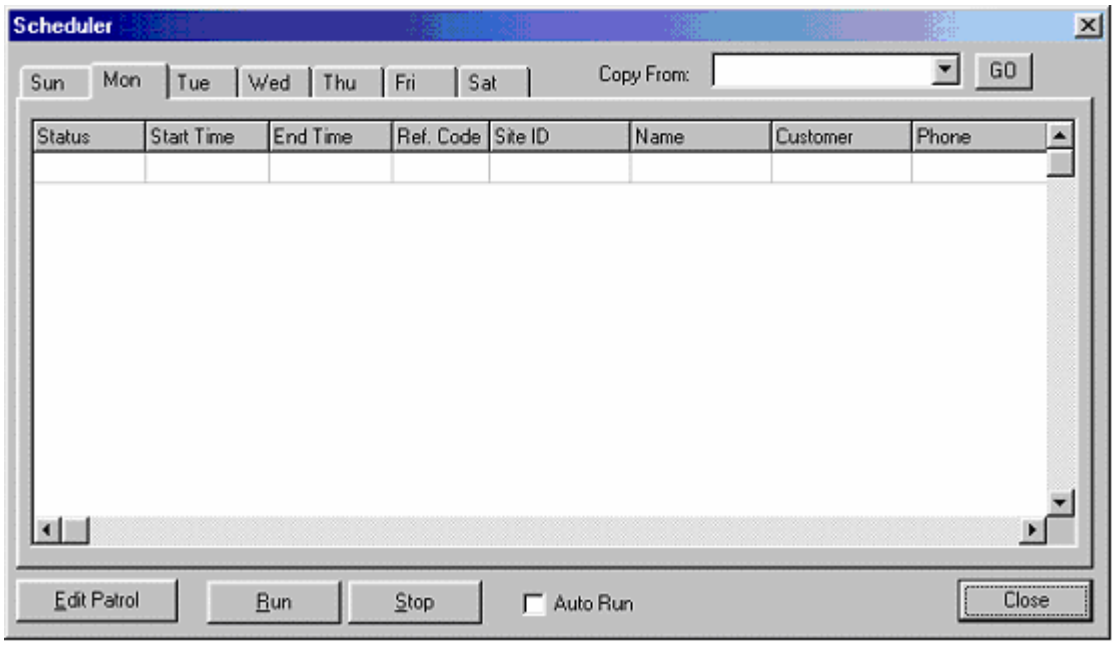
- Adding a Patrol Schedule
- Running Patrol Scheduler

10.1 Adding a Patrol Schedule

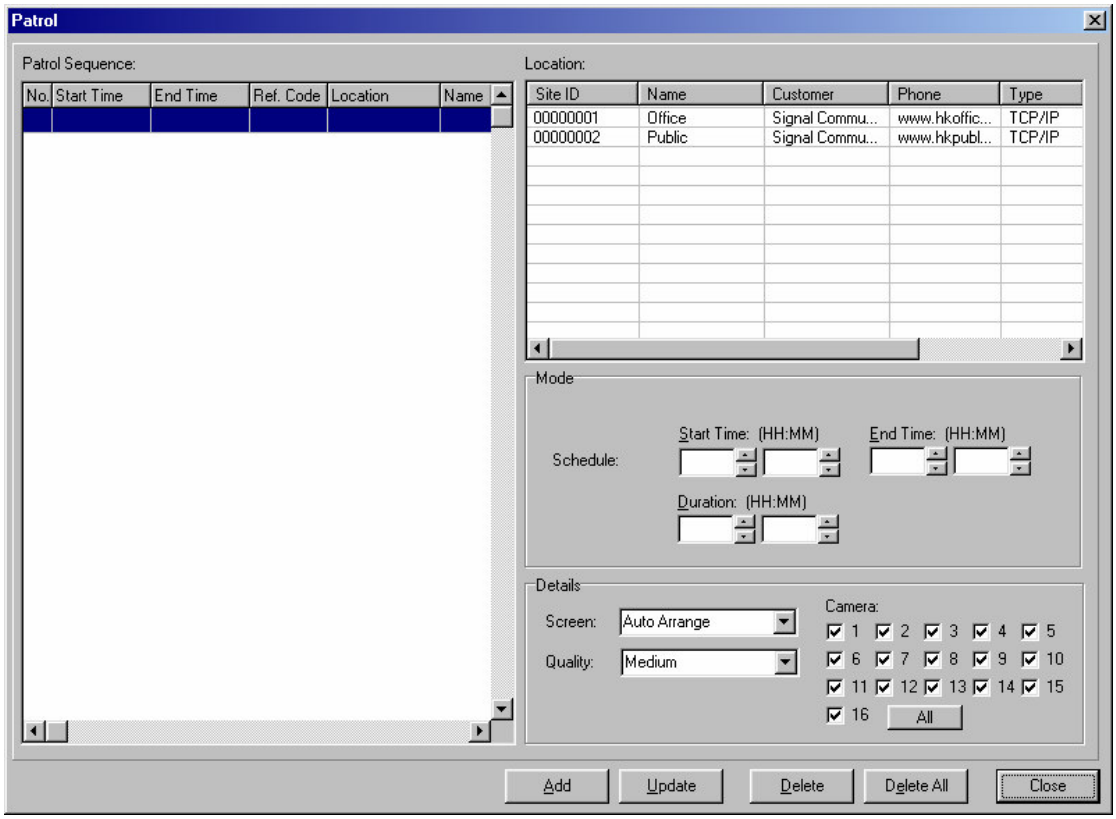
To add a patrol schedule, follow the steps below:



1. Select **[Patrol] → [Scheduler…]** from **{Main Panel}**. The **{Scheduler}** dialog box will be displayed. It will show a list of patrol schedule on each day of week. To add a patrol schedule on **Monday**, click on **[Mon]** tab.

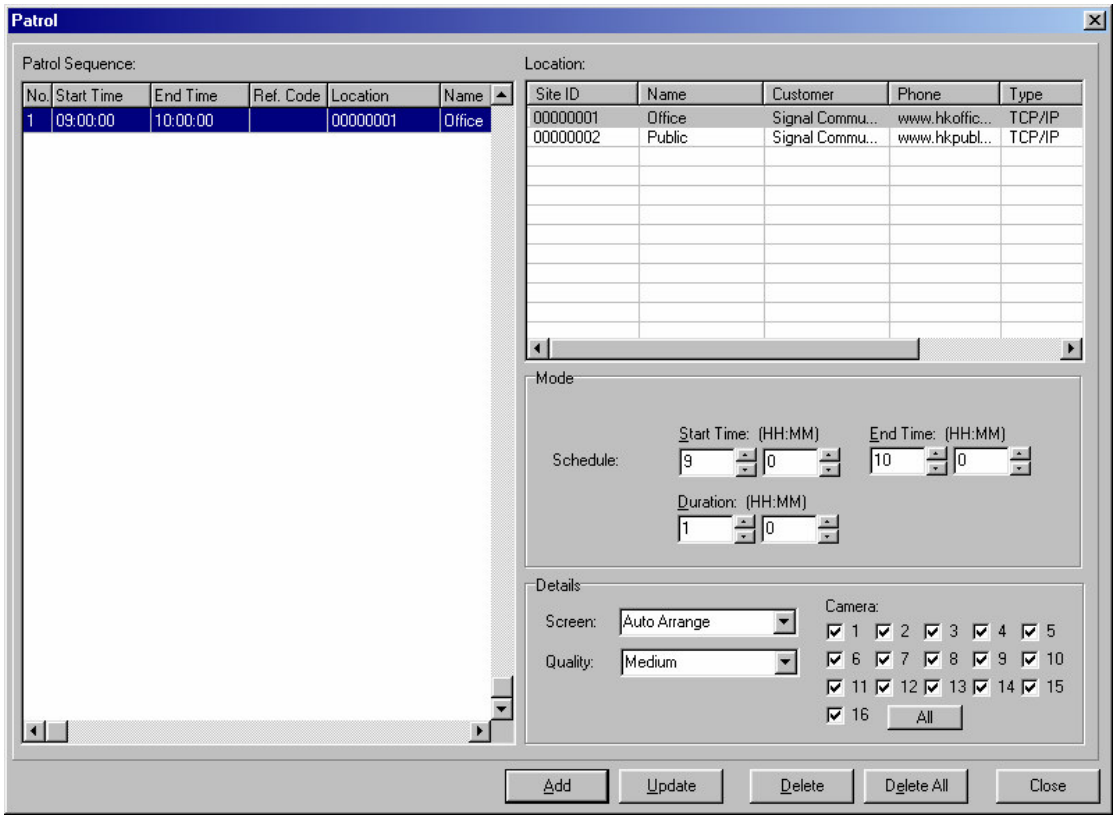


2. Click on **[Edit Patrol]** button. The **{Patrol}** dialog box will be displayed.



3. Click on an item from **[Location]** list to select a site and enter **Start Time** and **End Time**. You can also select **Screen**, **Quality** and **Camera** in **{Patrol}** Schedule settings.

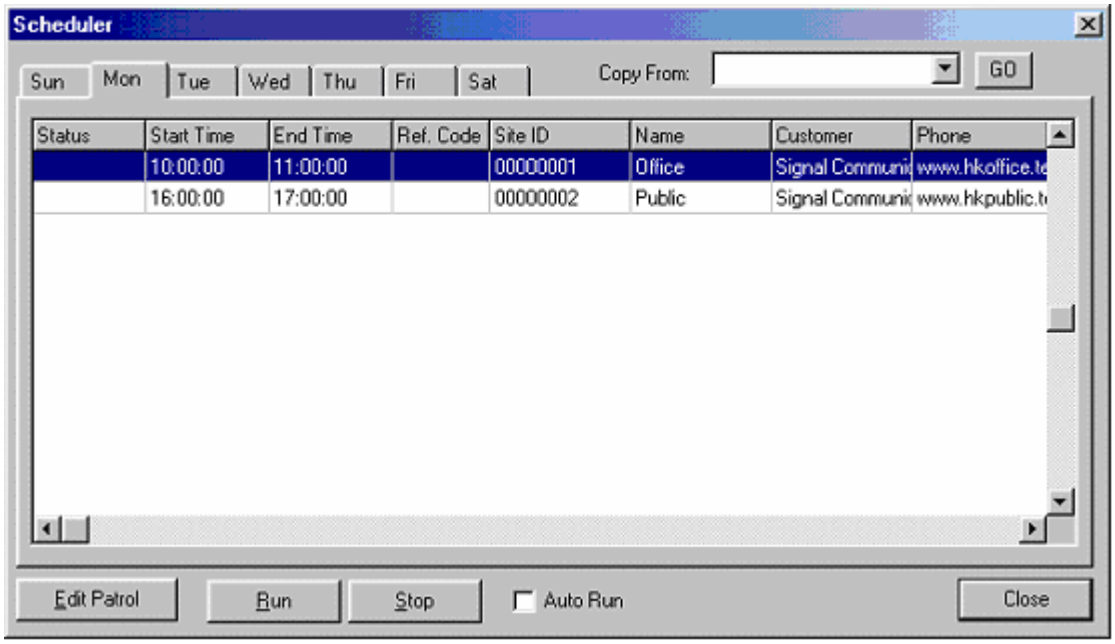
4. Click on **[Add]** button to add a patrol schedule. You will see a new item in **[Patrol Sequence]**.



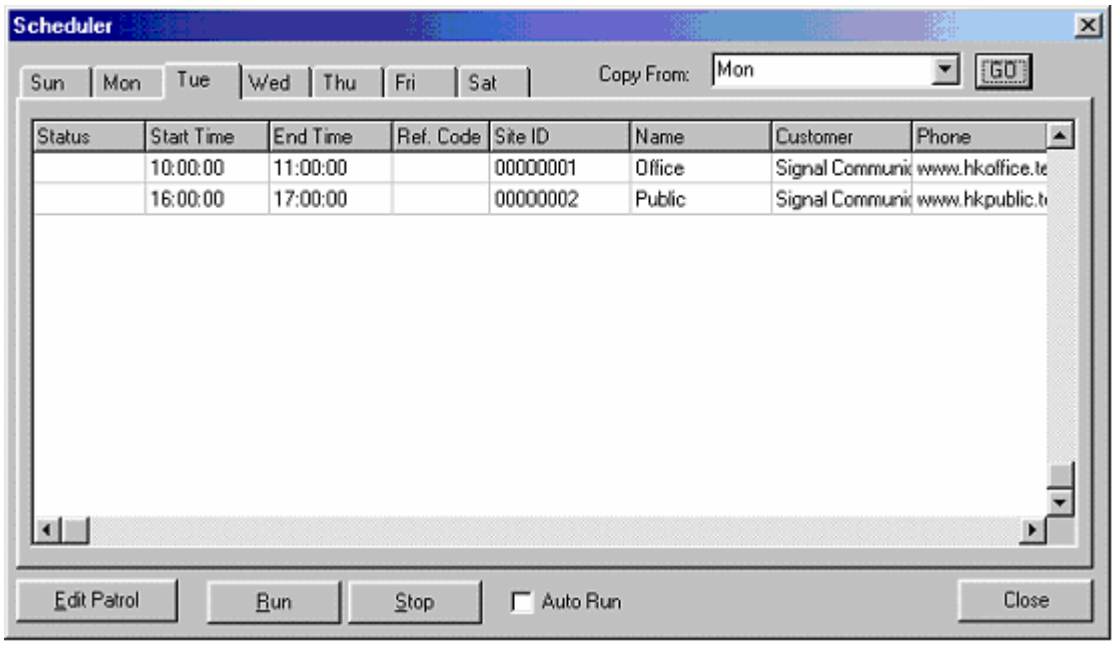
5. To update an existing patrol schedule, select an item from **[Patrol Sequence]**. Modify **Start Time**, **End Time**, **Screen**, **Quality** and **Camera**. Click **Update** button to update the existing patrol schedule.

6. To remove an existing patrol schedule, select an item from **[Patrol Sequence]** and click **[Delete]** button. You can also remove all patrol schedules by clicking on **[Delete All]** button.

7. Click on **[Close]** button to close the **[Patrol]** dialog box. You will see a list of patrol schedule that you have added early.



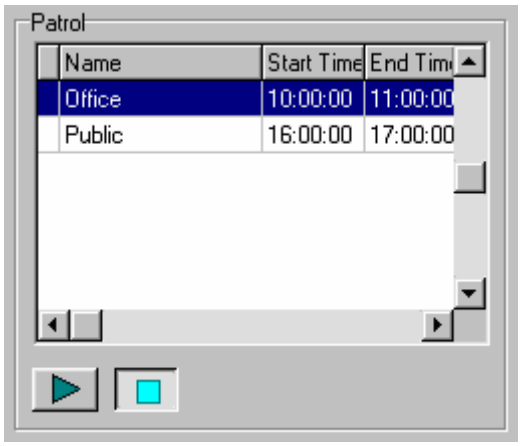
8. If you want to copy patrol schedule from other day of week, you can select a day in **[Copy From]** list and click on **[GO]** button.



9. If you want to run **{Patrol Scheduler}** automatically when **Video Viewer** starts, check **Auto Run** option. Click on **[Close]** button to finish.

10.2Running Patrol Scheduler

After you have added the patrol schedule, you will only see the patrol schedule associated with that day in **Video Viewer** main screen. If today is **Monday**, it will only show **Monday** patrol schedule.



You can control the patrol scheduler by the following ways:

1. Click on button to run the patrol scheduler.

2. Click on button to stop the patrol scheduler.

11 Working with Remote Site Monitoring

Video Viewer supports single site monitoring. To monitor other site from your phone book, you must suspend your current site monitoring.

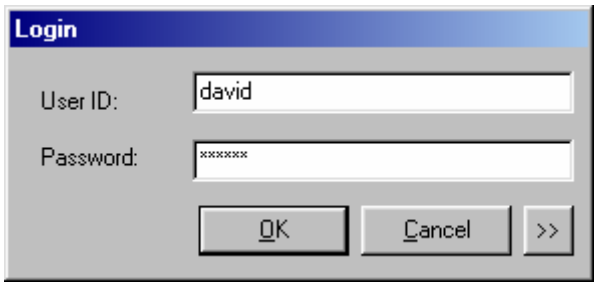
In this section, you will learn the followings:

- Starting **Video Viewer**
- Connecting To Remote Site
- Disconnecting From Remote Site
- Switching To Other Remote Site
- Adding Remark To Remote Site

11.1 Starting Video Viewer

To start **Video Viewer**, follow the steps below:

1. Start **Video Viewer** from program group. Please enter **User ID** and **Password** for server login.

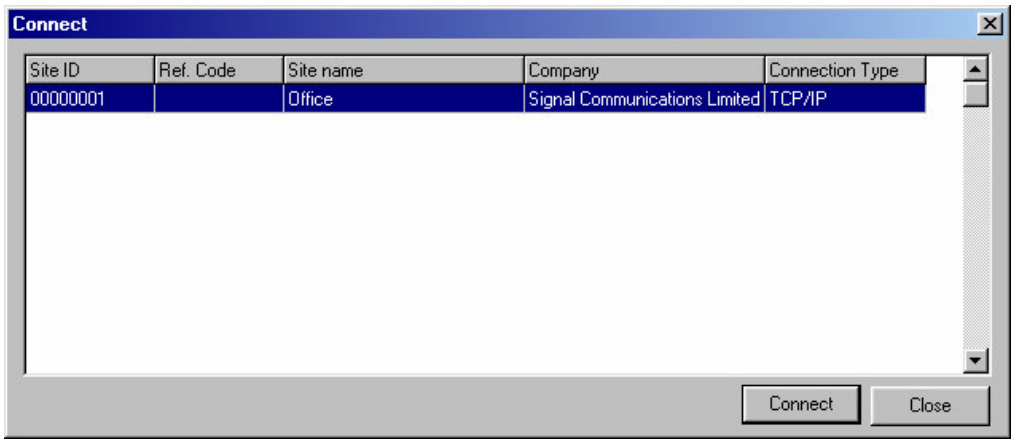


2. Enter your **User ID** and **Password**. If you have not added the user yet, you can enter default **Administrator User ID (administrator)** and **Password (000000)**.

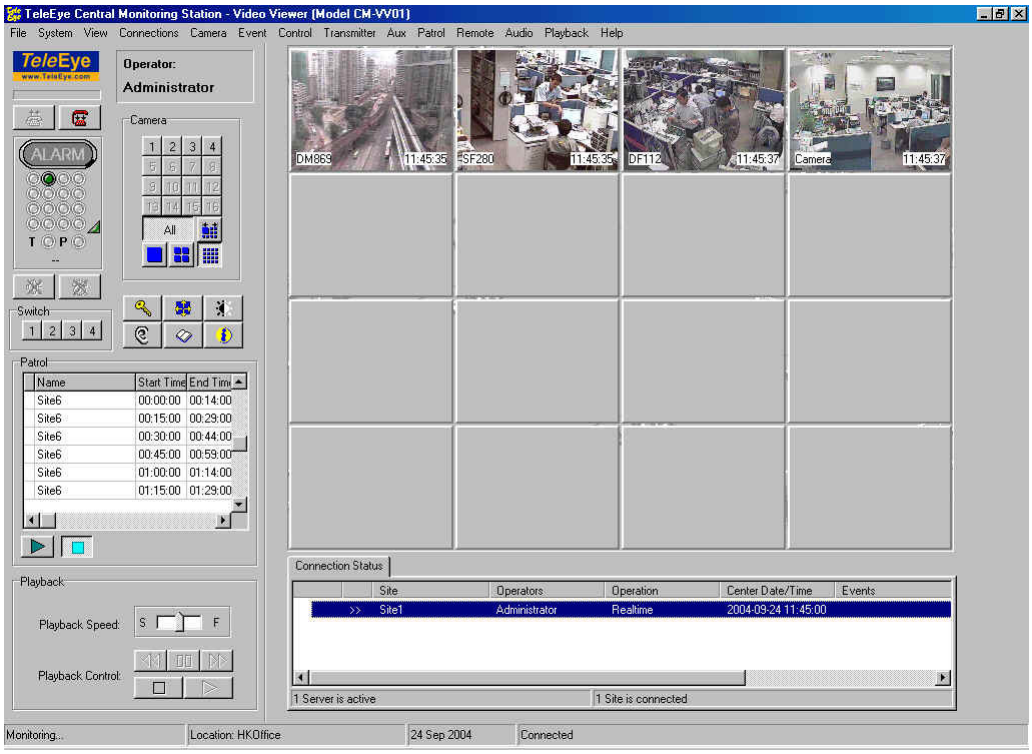
11.2Connecting To Remote Site

To make connection to remote site, follow the steps below:

1. Click on button or select **[Connections]** → **[Connect…]** from **[Main Panel]**. The **{Connect}** dialog box will be displayed.



2. Select one of sites from the list and click on **[Connect]** button. You will see camera images coming from the server.



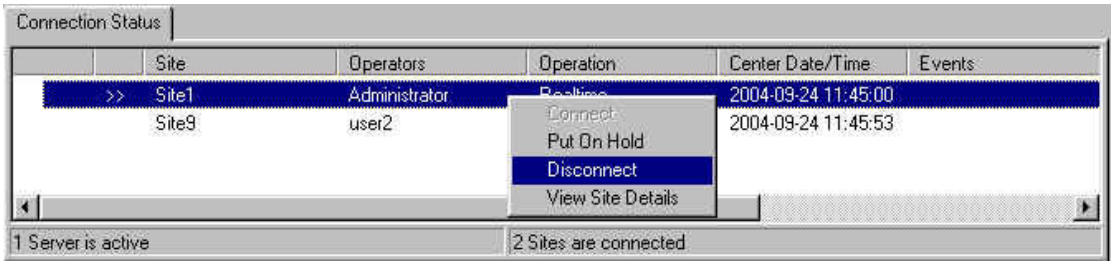
11.3Disconnecting From Remote Site

To disconnect from remote site, follow the steps below:

1. Click on button or select **[Connections]** → **[Put On Hold]** from **{Main Panel}** to disconnect from remote site. You will see a site entry in the **[Connection Status]** tab.

2. Right-click the site entry from **[Connection Status]** tab and a menu will display. Select **[Disconnect]** to close the remote site connection.

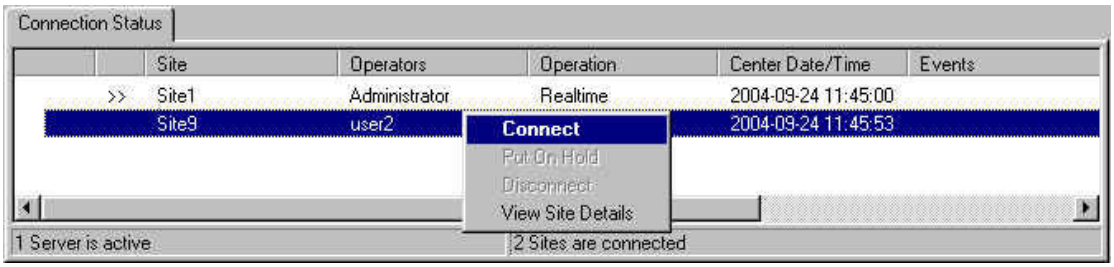
You cannot close the remote site connection if other users are connected.



11.4Switching To Other Remote Site

When you disconnect the remote site, the connection is stayed in the server because idle time duration is specified in the site properties or other operator has connected to the site.

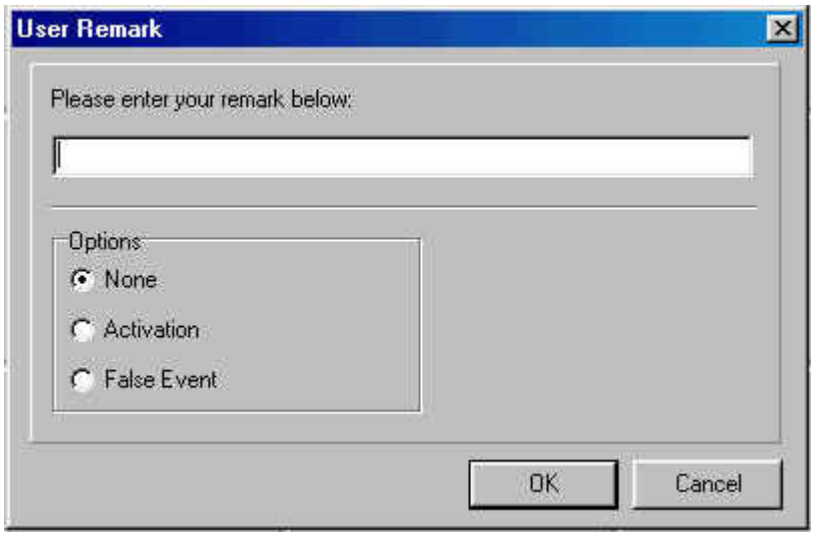
To switch to another remote site, right-click the site entry from **[Connection Status]** tab and a menu will display. Select **[Connect]** to switch another remote site.



11.5Adding User Remark to Remote Site

To add user remark to remote site, follow the steps below:

1. Click on button and the **{User Remark}** dialog box will display.



2. Enter remark to the space provided
3. Click on the options:

   None – No extra information about the remark is added.

   Activation – Indicates that there is a real event.

   False Event – Indicates that there is a false event.
4. Click on **OK** button to finish.

Your remark will appear in **{User Logs Report}** and you can browse the report by selecting **[System] → [Reports…]** from **{Main Panel}**.

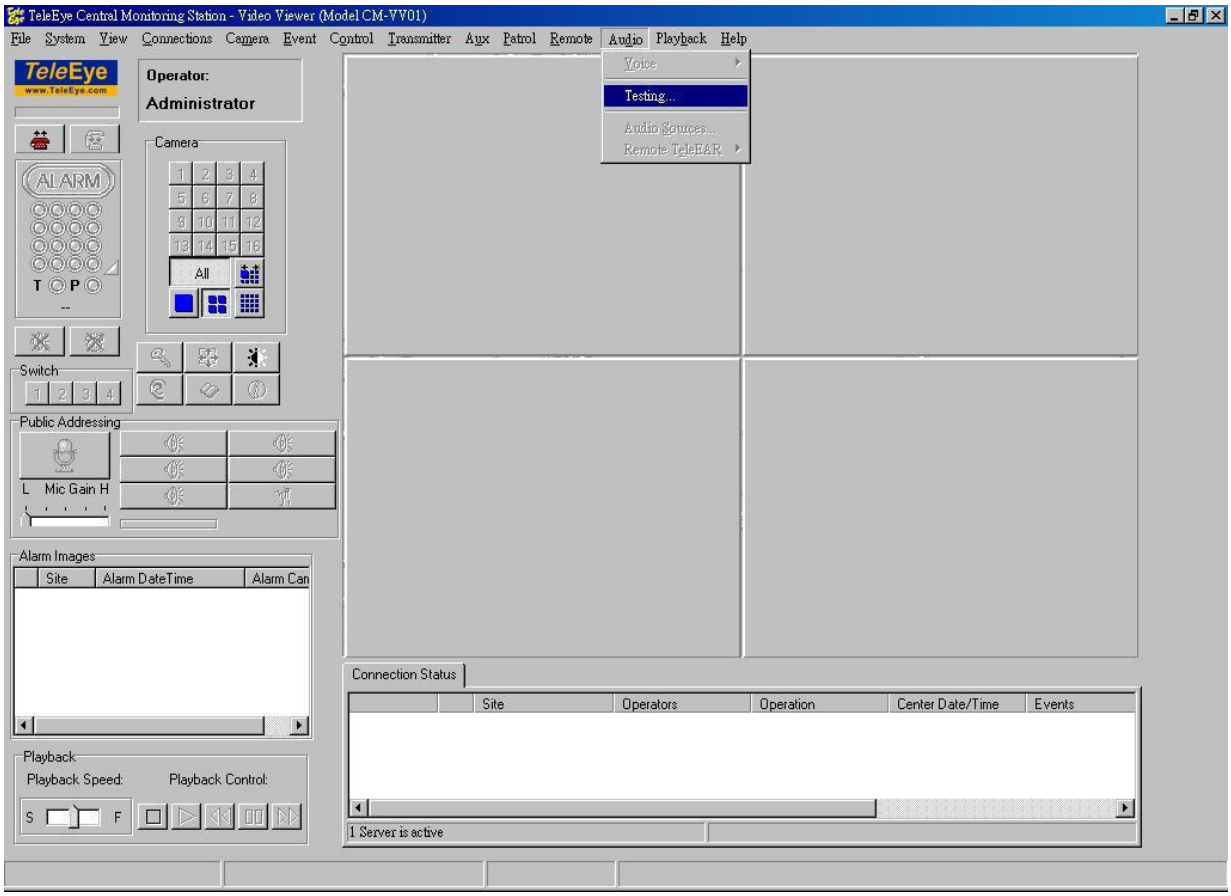
For more information, please refer to Section 13 Working with Logs and Reports.

12 Audio Control

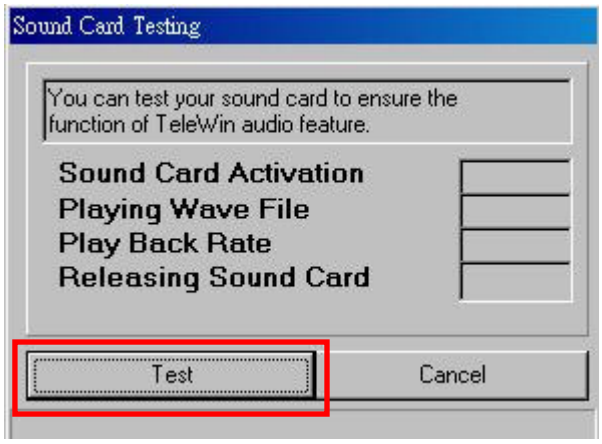
***Tele*EAR** is a remote audio monitoring system. Working together with transmitter, user can receive audio and video from the remote site at the same time. The system also supports pre-recorded voice files to play in the remote site.

12.1 Sound Card Testing

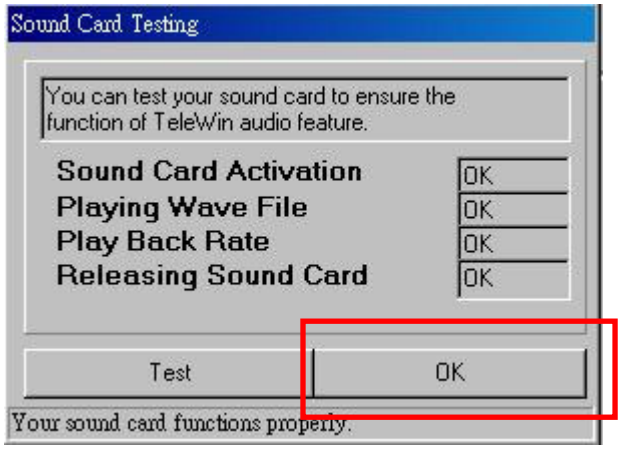
Step 1 : Choose **[Testing]** under **[Audio]**



Step 2 : A sound card testing menu will pop up, press **[Test]** to proceed.

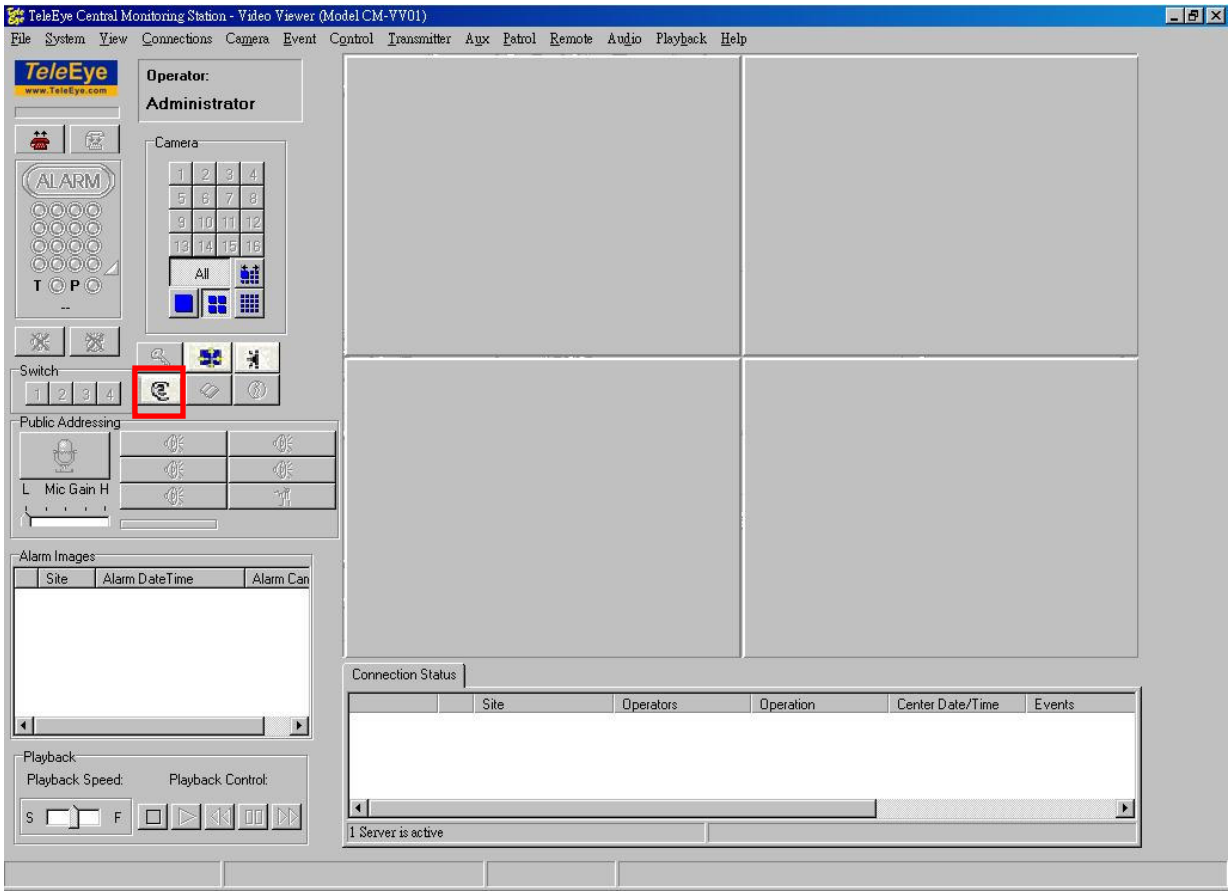


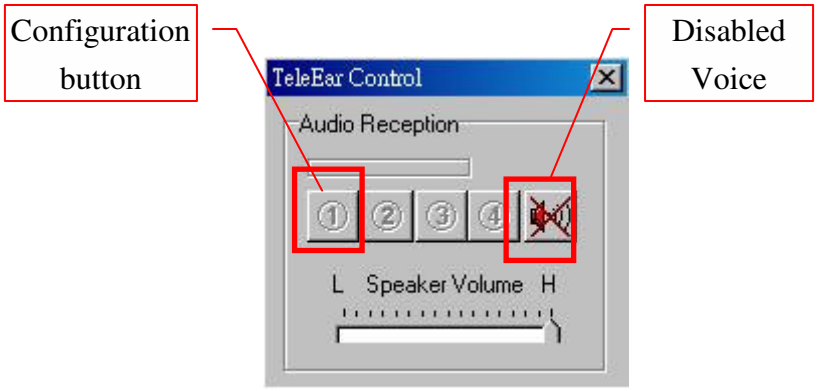
Step 3 : Click **[Ok]** to finish testing



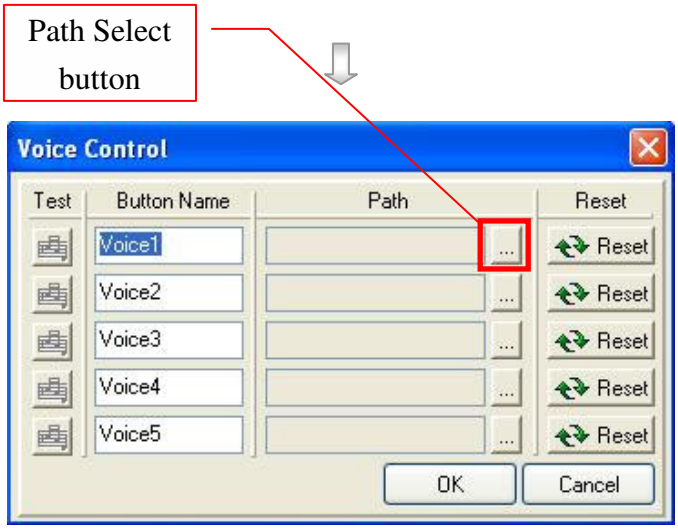
12.2Pre-recorded voice file setting

Step 1 : Click **[*Tele*Ear]** button on **{Main Panel}**

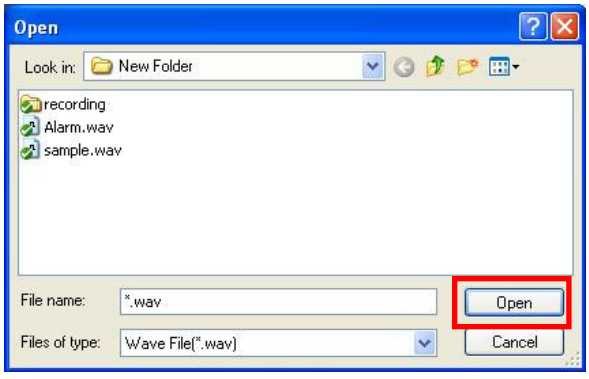




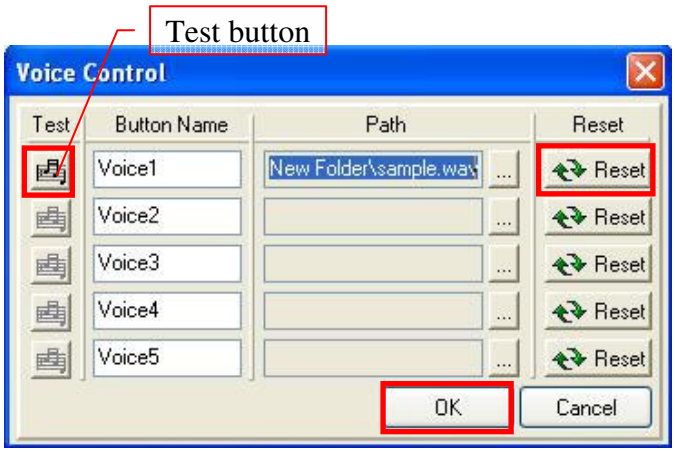
Step 2 : **{*Tele*Ear Control}** panel will pop up. By default, all the **[Voice]** buttons are disabled because no wave file path is selected. To select the paths, click **[Configuration]** button



Step 3 : **{Voice Control}** panel will pop up. Input the name into the boxes provided to change the captions of the voice buttons. Click on the **[Path Select]** button to input the path.



Step 4: **{Open}** panel will pop up. Select the path of the wave file and click **[open]**.

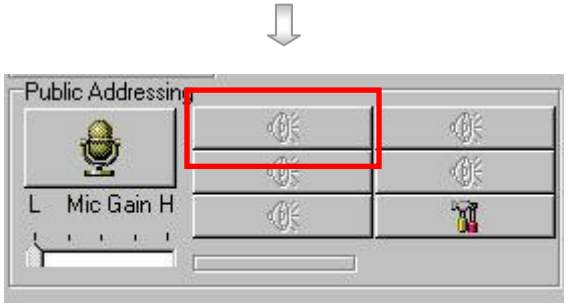


Step 5 : **[Test]** button will be enabled after the corresponding wave file path is selected. Click on **[Test]** button to test the sound related to the selected path.

Click on **[Reset]** button will clear the corresponding path.

Click on **[OK]** button to save the setting and quit.

☞ Only the mono wave files with file format of 8000 sampling rate can be used.



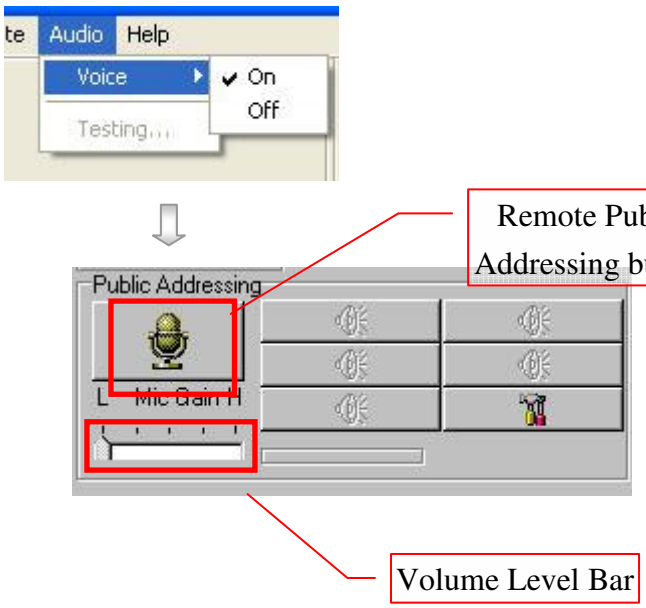
Step 6 : **[Voice]** button with a saved path setting will be enabled. Click the enabled **[Voice]** button will transmit the voice data to the remote site and play with the audio device.

Click **[Voice]** button again to stop voice file from playing.

Step 7 : Click **[Minimize]** button and make **{*Tele*Ear Control}** panel minimized.

12.3 TeleEAR control

Step 1 : Set **[Main Panel]** → **[Audio]** → **[Voice]** → **[On]**



Step 2 : In **{Main Panel}** , Click **[Remote Public Addressing]** button to enable the transmission of voice to the remote sites. Click on this button again to disable the transmission. The **Volume Level Bar** indicates the current volume level of the microphone.

13 Playback

13.1 Expired Recording Cleaning

When you have made a connection to remote site, **Connection Server** records video and audio data from transmitter to local disk space. **Connection Server** can be scheduled to cleanup the data stored locally and in the transmitters.

In this section, you will learn the followings:

- Making schedule to cleanup expired recording in server
- Setting up the recording retention period of individual site data stored in server
- Making schedule and setting up the retention period of recording stored in the transmitters **(Only available for BS8418 mode enabled transmitters)**

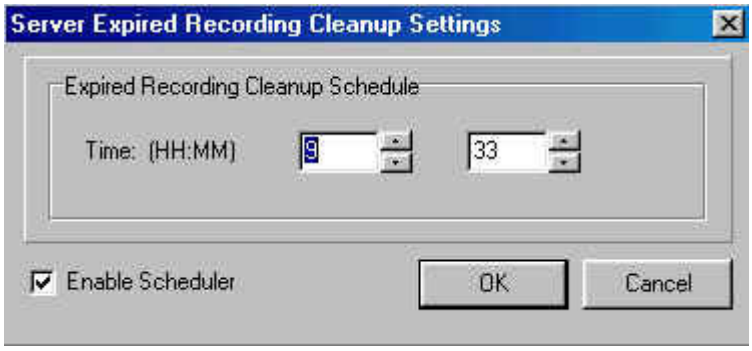
13.1.1 Making schedule to cleanup expired recording in server

To set the schedule to clean up server expired recording from **Connection Server**, follow the steps below:

1. Select **[Playback]** → **[Expired Recording Cleanup]** from **{Main Panel}**. The **{Server Expired Recording Cleanup Settings}** dialog box will be displayed and enter the time that **Connection Server** will do an expired recording cleanup.

2. Click on **[Enable Scheduler]** to enable the schedule.

3. Click on **OK** button to save the schedule.



☞ *You have to set the Recording Retention Period for the transmitters if you want the recording of the transmitters in server to be cleaned up when the scheduled time reach.*

13.1.2 Setting up the recording retention period of individual site data stored in server

After the server recording cleanup schedule is made, you have to set the site to be cleaned when the scheduled time is reach. To do it, follow the steps below:

Select **[System]** → **[Customer Account]** from **{Main Panel}**.

Select **Customer** in the list and Click on **[Show Details]** button.

Select **[Sites]** tab and Click on the site that the data stored in server for this site will be cleaned up.

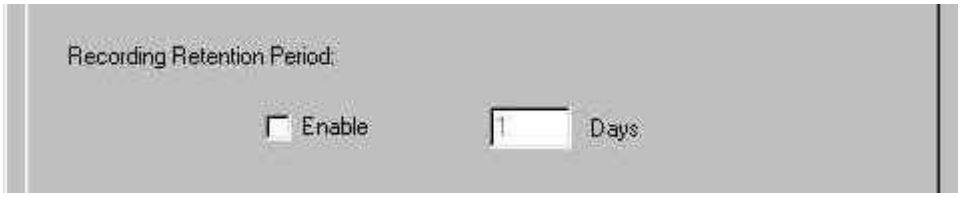
Click on **[Show Details]** button and **{Site}** dialog box will be displayed.

Select **[Properties]** tab.

Click on **[Enable]** button to enable the **Recording Retention Period**.

Enter the number of **Days** that the recording of the site will be kept in server. If this is enabled and the time period is expired, the recording before the time period will be removed in case the **Server Expired Recording Cleanup Settings** have been enabled and triggered.

Click on **[OK]** button to save the schedule.



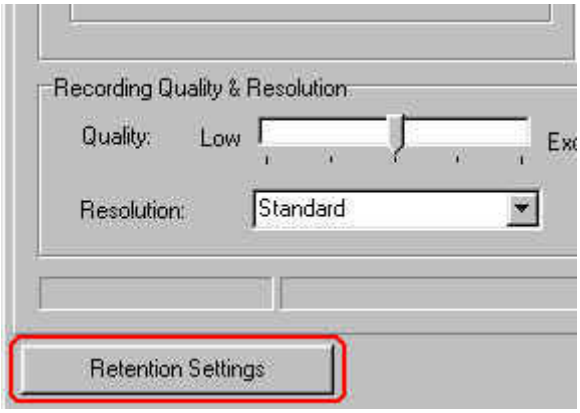
13.1.3 Making schedule and setting up the retention period of recording stored in the transmitters

You can also make schedule to clean up the data stored in the transmitters. To do it, follow the steps below:

1. Select **[Transmitter]** → **[Settings…]** from **{Main Panel}**.

2. Select **[Recording]** from **{Transmitter Setup}** dialog box and **{Recording Settings}** dialog box will be displayed

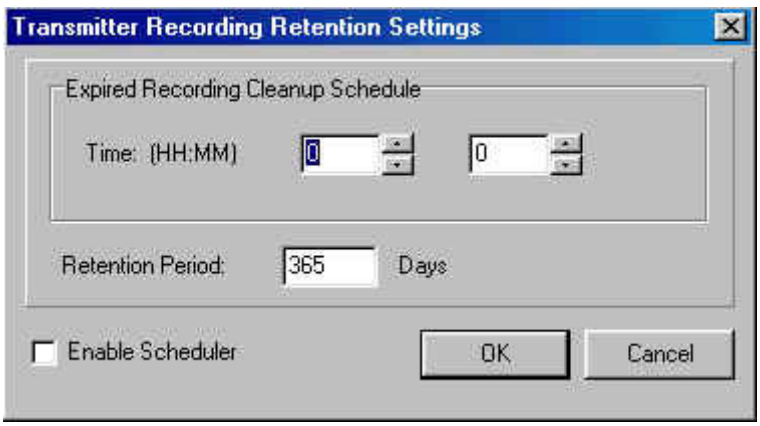
3. Click on **[Retention Settings]** button and **{Transmitter Recording Retention Settings}** dialog box will be displayed.



4. Enter the **Expired Recording Cleanup Schedule** and the Retention Period**.**

5. Click on **[Enable]** button to enable the **Recording Retention Period**.

6. Click on **[OK]** button to save the schedule.



13.2 Working with Server Video Playback

When you have made a connection to remote site, **Connection Server** records video and audio data from transmitter to local disk space. The server supports 5 concurrent remote playbacks. You can retrieve the recording from the server using **Video Viewer**.

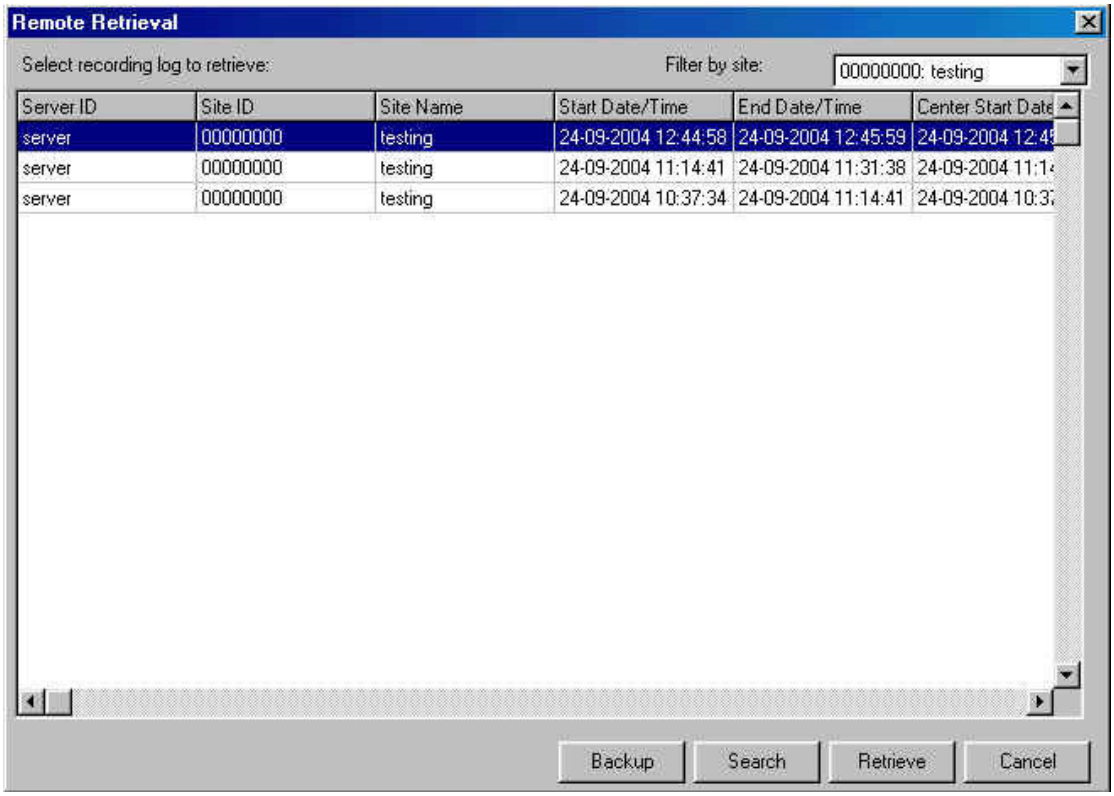
In this section, you will learn the followings:

- Retrieving Video Playback From Recording Log
- Searching Video Playback
- Controlling Video Playback

13.2.1 Retrieving Video Playback From Recording Log

To retrieve video playback from **Connection Server**, follow the steps below:

1. Select **[Playback]** → **[Start Server Playback]** from **{Main Panel}**. The **{Remote Retrieval}** dialog box will be displayed and it will show a list of recording log in the **Connection Server**.



2. If you want to filter recording logs by site, you can select one of the sites from **[Filter by site]**.

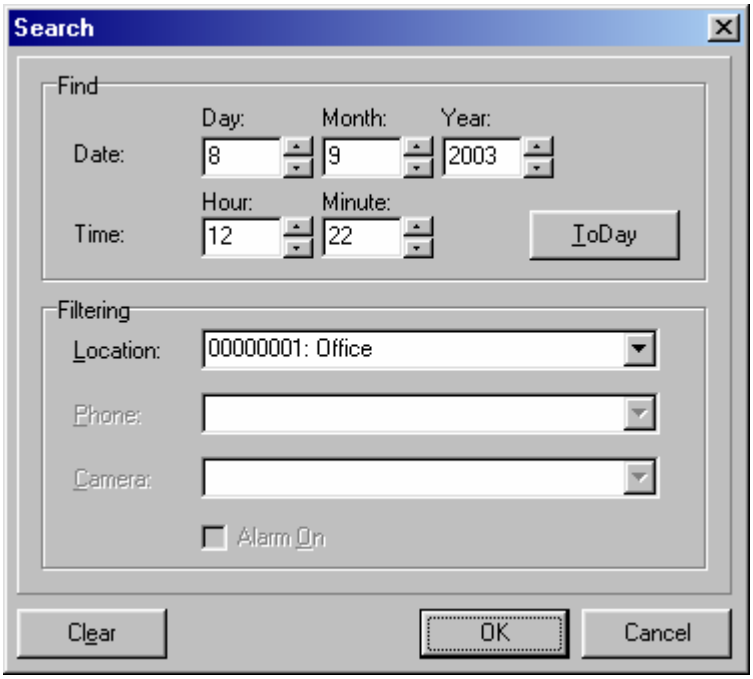
3. Select one of the recording logs from the list and click on **[Retrieve]** button to retrieve the video playback.

13.2.2 Searching Video Playback

To search video playback from **Connection Server**, follow the steps below:

Method 1:

1. Click on **[Search]** button to display **{Search}** dialog box.

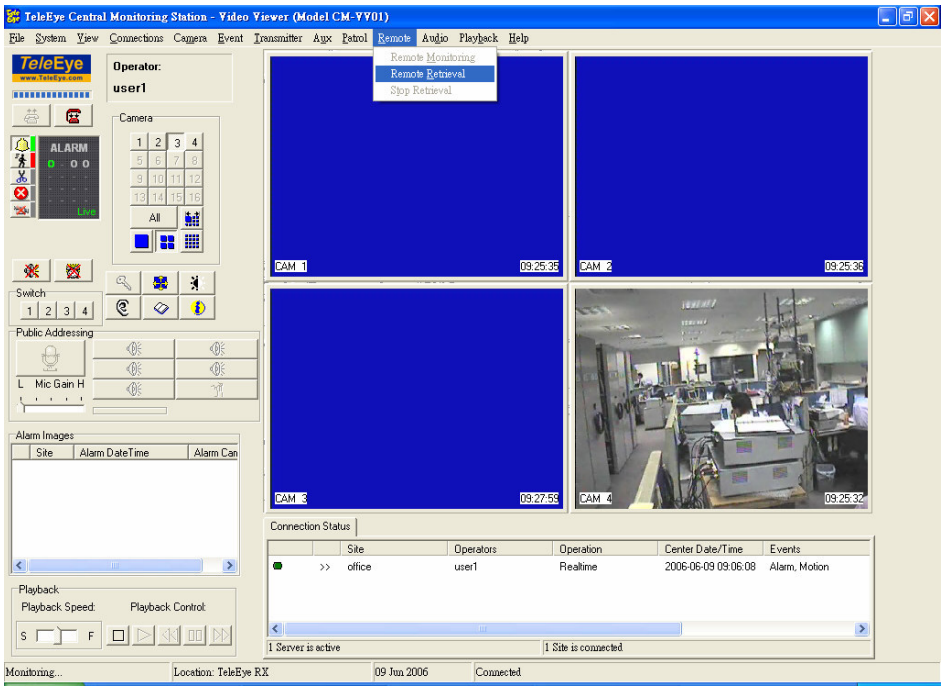


2. Enter **Date** and **Time** and select one of the sites from **[Location]** list.

3. Click on **[OK]** button to start.

Method 2:

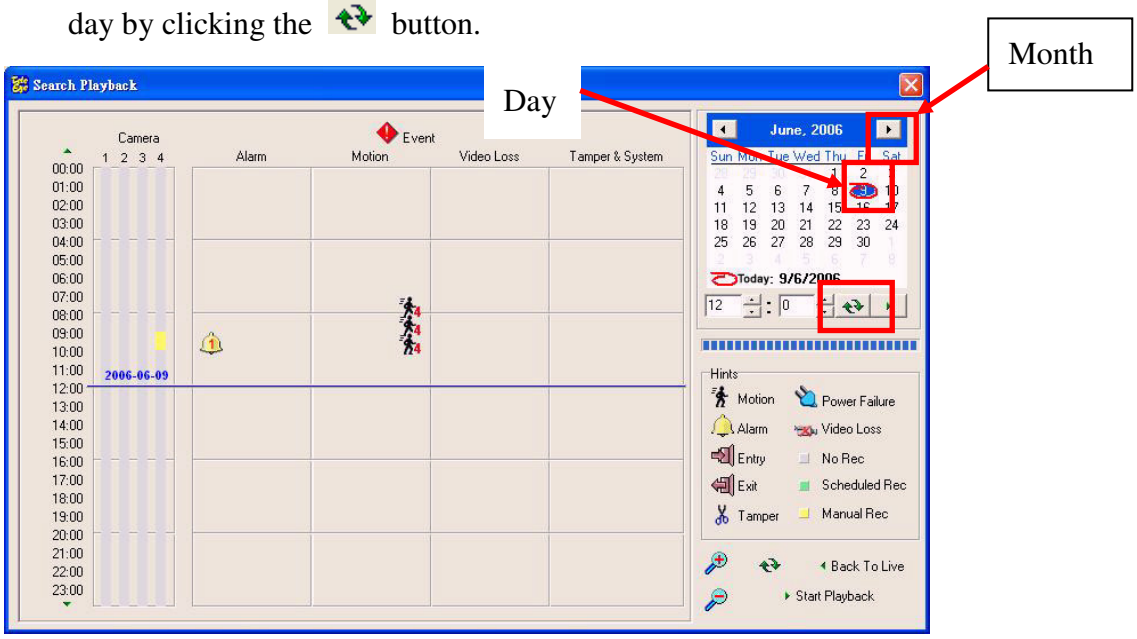
1. You can choose **[Remote] → [Remote Retrieval]** from the **{Main Panel}.**



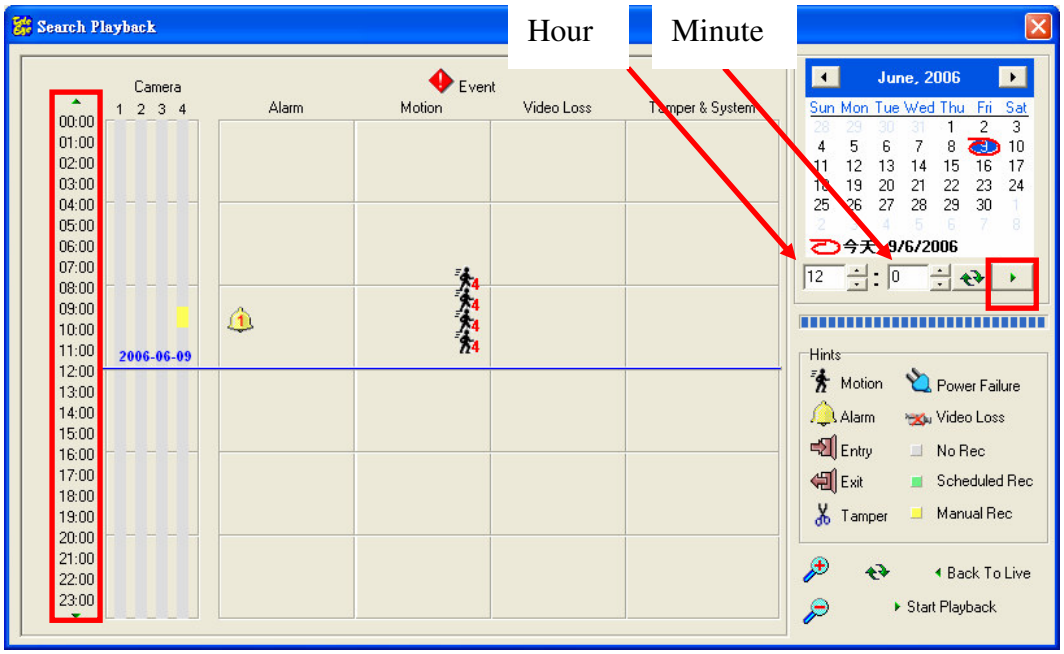
2. The **{Search Playback}** dialog box will display and it will show a list of recording log and Event log in the **Connection Server**.

3. Click on **[>]** or **[<]** button on the **[Scheduler]** to search the playback by month.

4. Select one of the days from [Calendar] and you can retrieval the video playback on that day by clicking the button.



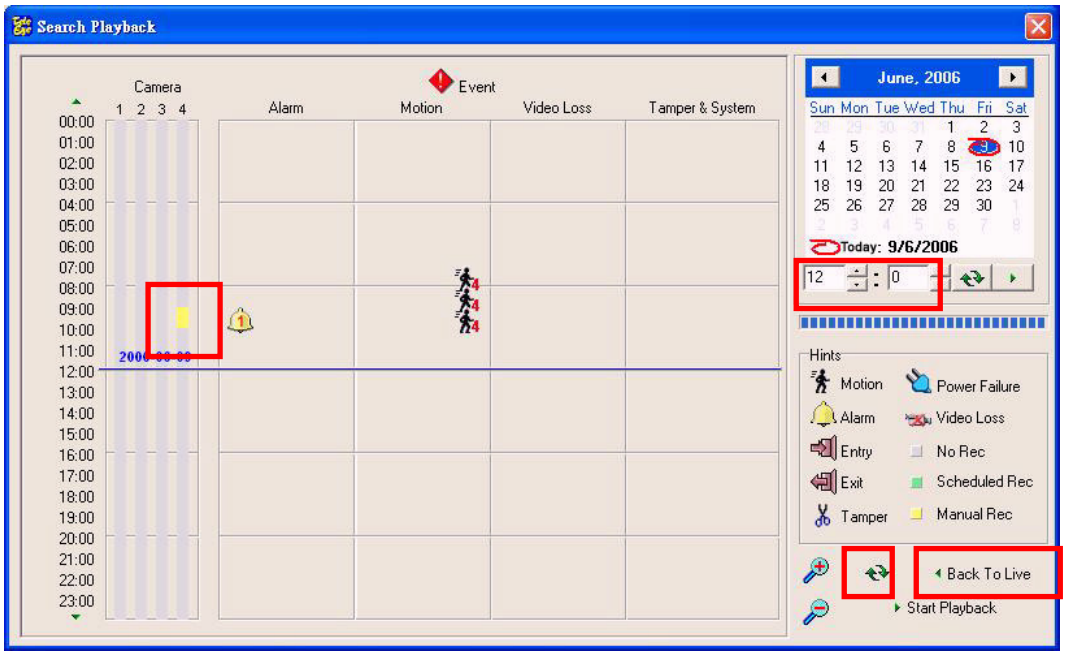
5. Choose for zoom in and for zoom out the time scale.



6. Enter the time (**[Hour] and [Minute]**) and Click on button or double click the **[Rec]** icon under the row **[Camera]** to start the video playback.

7. Click on to refresh the updated playback.

8. Click on button to back to the main panel.



13.2.3 Controlling Video Playback

After you have retrieved video playback by recording log or searching, you can control video playback speed and other operations such as **Play**, **Stop**, **Pause**, **Forward** and **Backward** through playback control buttons in **Video Viewer** main screen.

The functions of playback buttons are described as follow:

- **Playback Speed (**

): Drag the mouse pointer to **S (Slow)** or **F (Fast)** if you want to change the playback speed.
- **Play Button (** **):** Click on this button if you want to resume the playback.
- **Stop Button (** **):** Click on this button if you want to stop the playback.
- **Pause Button (** **):** Click on this button if you want to pause the playback.
- **Forward Button (** **):** Click on this button if you want to change the playback to forward direction.
- **Backward Button (** **):** Click on this button if you want to change the playback to backward direction.

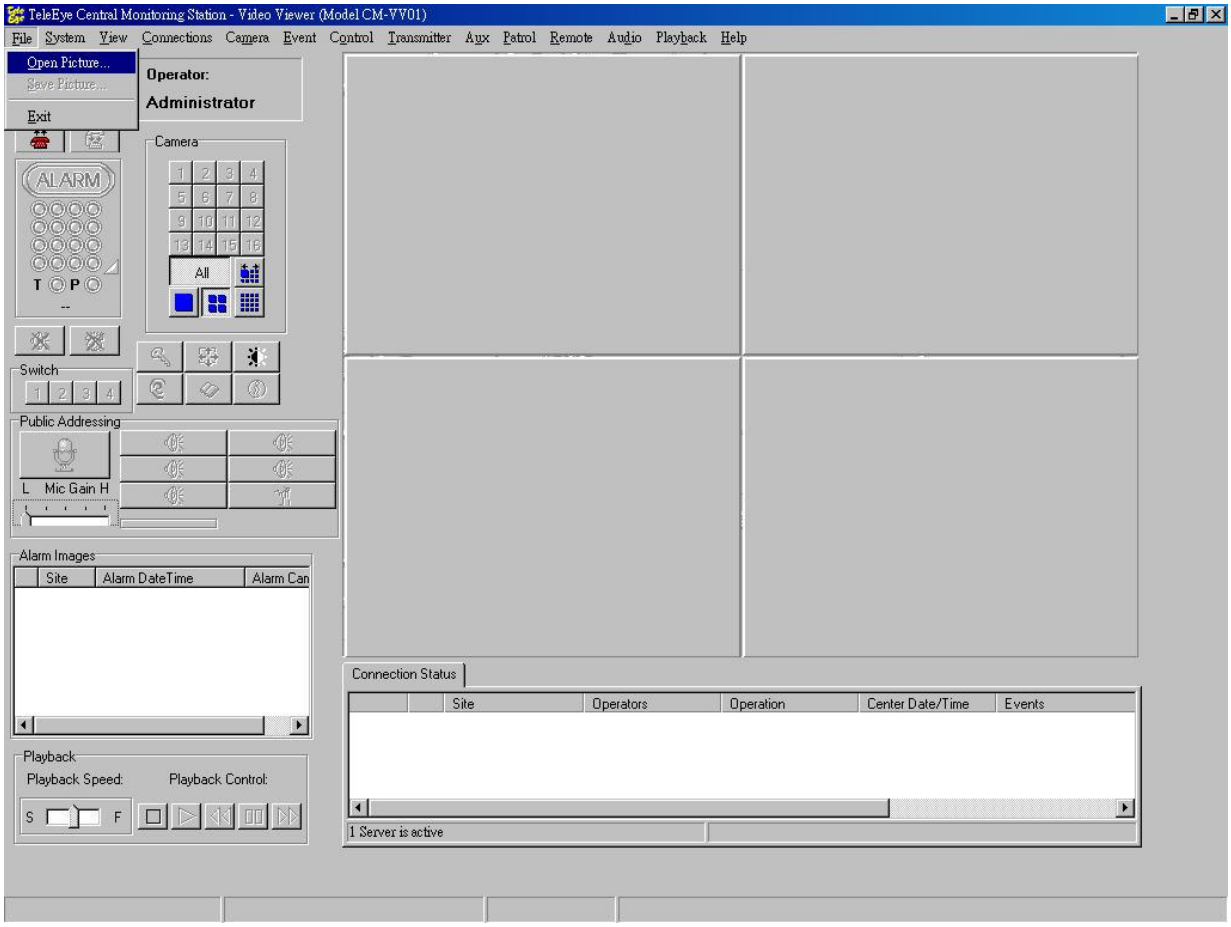
14 Log & Picture Backup

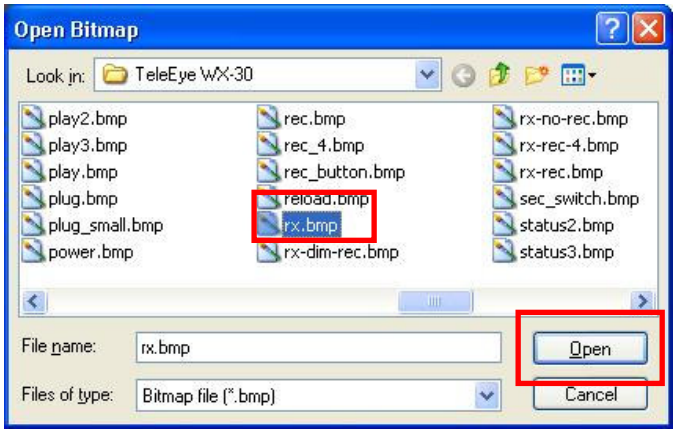
14.1 Open & Save Picture

***Tele*Eye CMS** supports to open and save picture (including snapshots of each camera) in **Windows bitmap (BMP)** format.

Open & Save Picture Procedure :

Step 1 : Click **[File]** → **[Open Picture]** option on the main panel to pop up **{Open Bitmap}** panel.



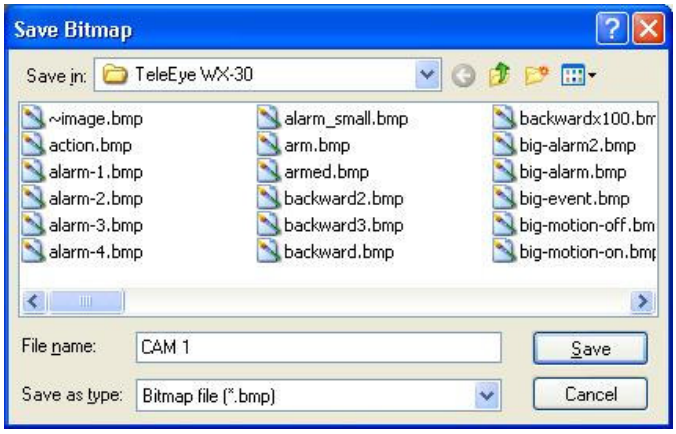


Step 2 : Select a picture file with the bitmap format in the window platform and press **[Open]** button. The **{Picture Viewer}** panel will pop up.

Step 3 : In **{Picture Viewer}** panel, press **[Save As]** icon to pop up **{Save Bitmap}** panel.

☞ User can click **[Open]** icon to enter **{Open Bitmap}** panel and select a picture file again.

☞ User can click **[Close]** button to cancel the operation and go back to the main panel.

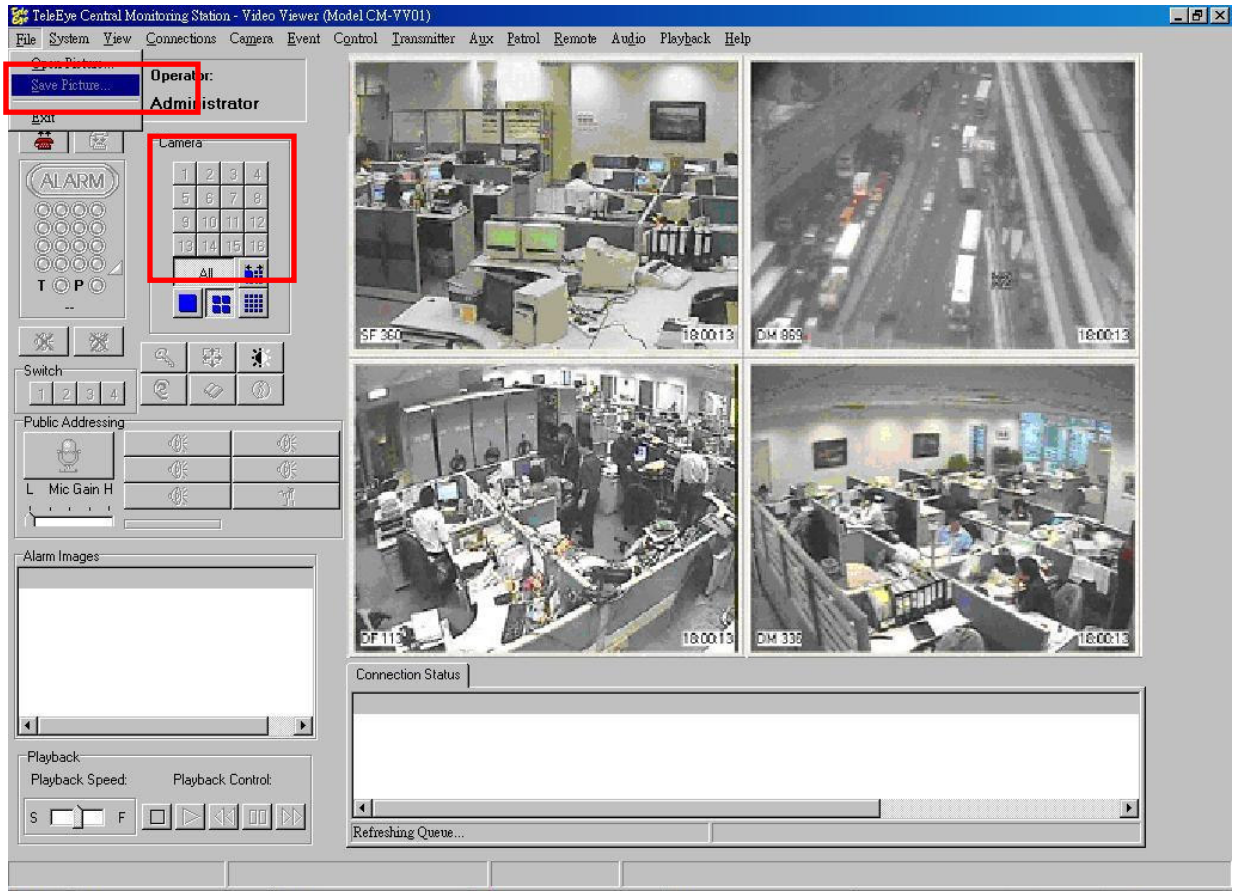


Step 4 : Choose the path, type a file name in the text box and press **[Save]** button to save the picture and go back to the main panel.

Save Picture (Snapshot of a Camera) Procedure :

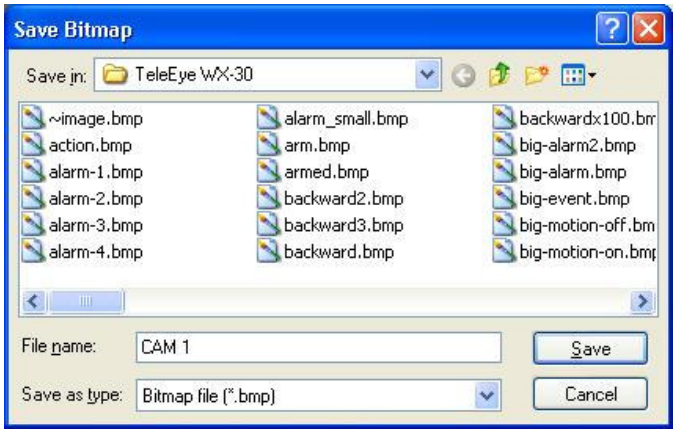
Step 1 : Click a camera button on the **{Camera}** panel.

Step 2 : Click **[File]** → **[Save Picture]** option and **{Picture Viewer}** panel will pop up.



☞ *Snapshot size of the camera depends on the camera screen resolution.*

Step 3 : In **{Picture Viewer}** panel, press **[Save As]** icon to pop up **{Save Bitmap}** panel.



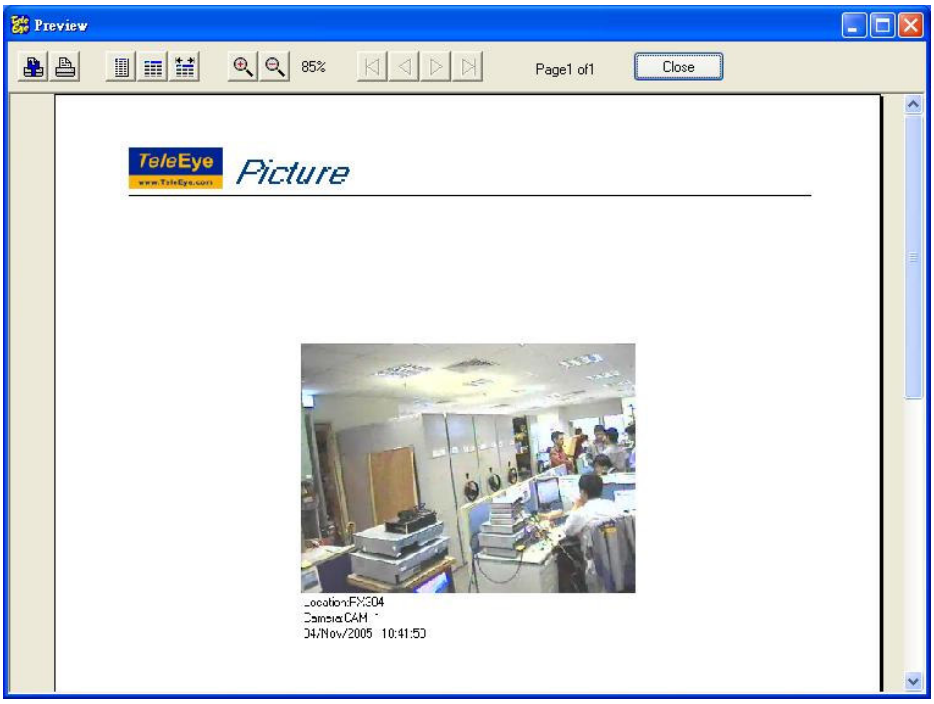
Step 4 : Choose the path, type a file name in the text box and press **[Save]** button to save the picture and go back to the main panel.

14.2Preview

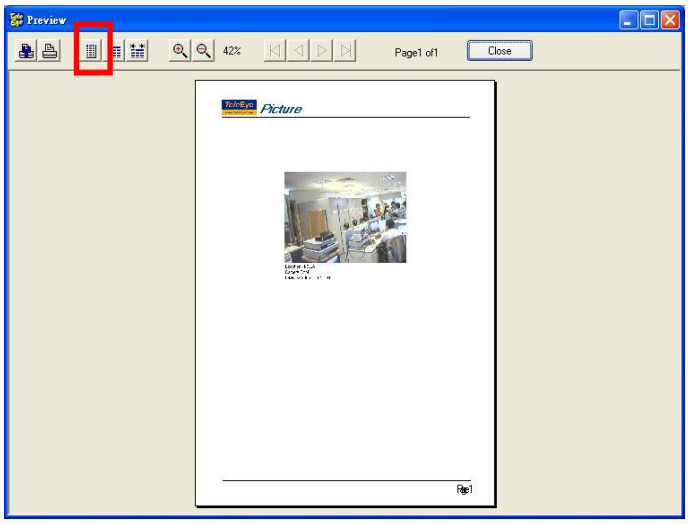
***Tele*Eye Central Monitoring Station** supports to preview a picture for printing.

Preview Picture Procedure :

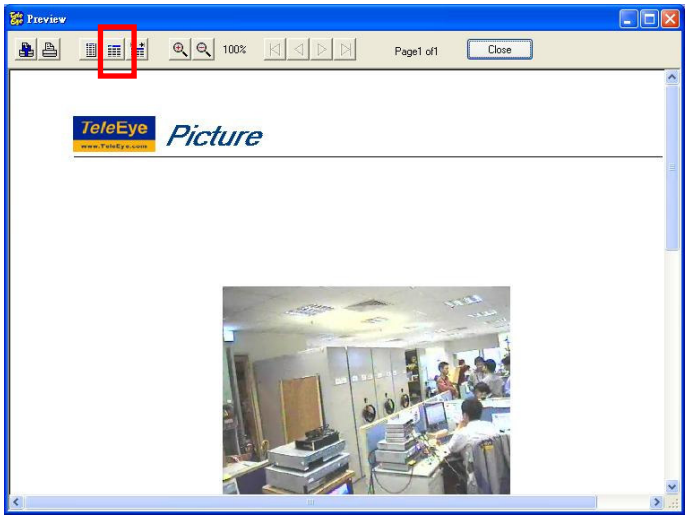
Step 1 : In **{Picture Viewer}** panel, click **[Preview]** icon to pop up **{Preview}** panel



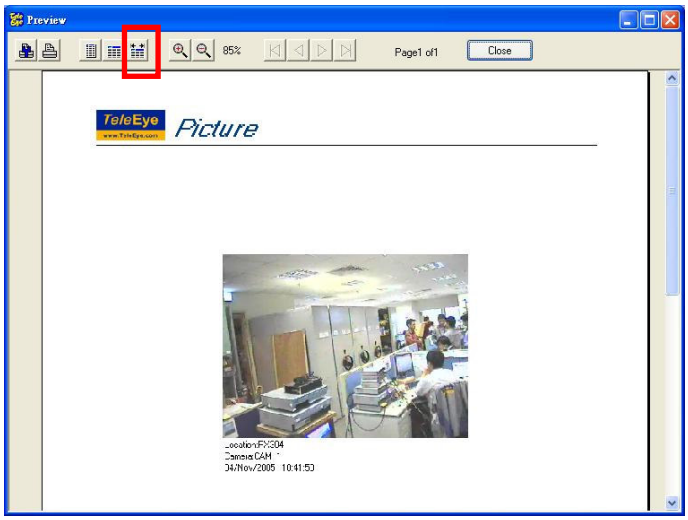
Step 2 : In **{Picture Viewer}** panel, user can click the icons for different size of preview



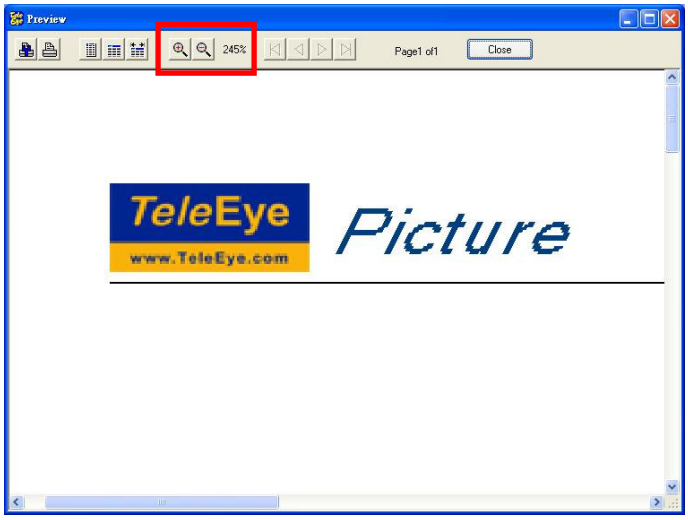
Step 3 : Click **[Fit Page]** icon to preview the picture in fit page size.



Step 3: Click **[100%]** icon to preview the picture in 100% A4 paper size



Step 4: Click **[Fit Page Width]** icon to preview the picture as same width size of **{Preview}** panel width



Step 5: Click **[Zoom In]** or **[Zoom Out]** icon to preview the picture in higher or lower % picture size

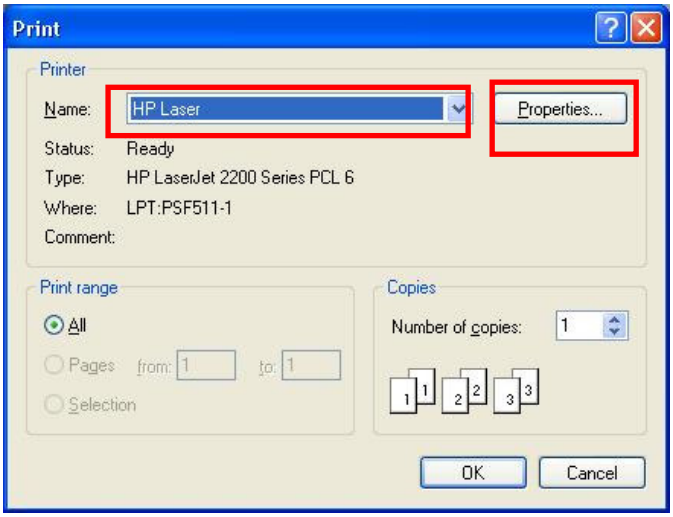
14.3Printer Setup & Printing

***Tele*Eye Central Monitoring Station** supports printing picture in A4 paper and printer setup.

Printer Setup & Printing Procedure :

Step 1 : In **{Picture Viewer}** or **{Preview}** panel, click **[Printer Setup]** icon to pop up **{Printer Setup}** panel or click **[Printing]** icon to print the current picture in A4 paper size.

*User should setup the Printer in **{Printer Setup}** panel for each printing.*



Step 2: Select a printer name and press **[Properties]** button to setup the Printer. After setting up the properties of printer, press **[OK]** button to enter preview panel again. Click **[Printing]** icon to print the current picture.

15 Working with Logs and Reports

***Tele*Eye Central Monitoring Station** provides logging facility to record all operations performed by operator and system. You can filter and customize the contents of logs and reports. You can also export logs to Excel supported file format.

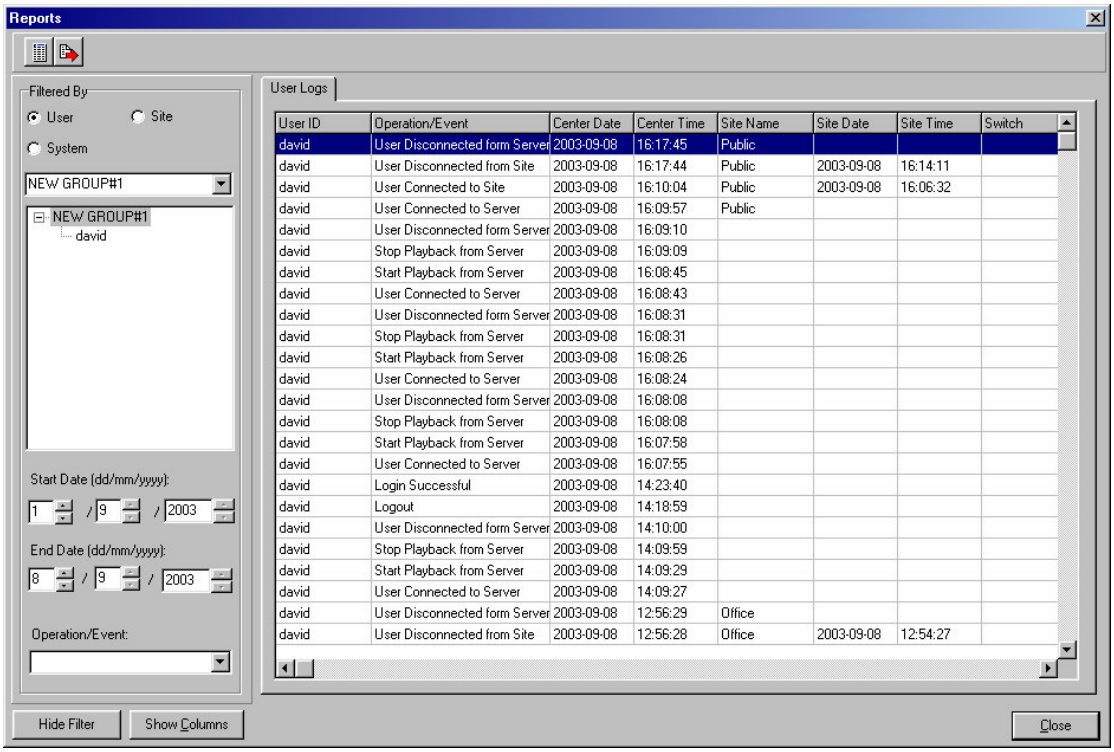
In this section, you will learn the followings:

- Filtering Logs
- Printing Reports
- Exporting Logs To Excel
- List of Operations/Events

15.1 Filtering Logs

To customize the output logs, follow the steps below:

1. Select **[System]** → **[Reports…]** from **{Main Panel}**. The **{Reports}** dialog box will be displayed. Normally, you will see a list of user logs associated with your login group. e.g. User **"david"** belongs to **"NEW GROUP#1"**.



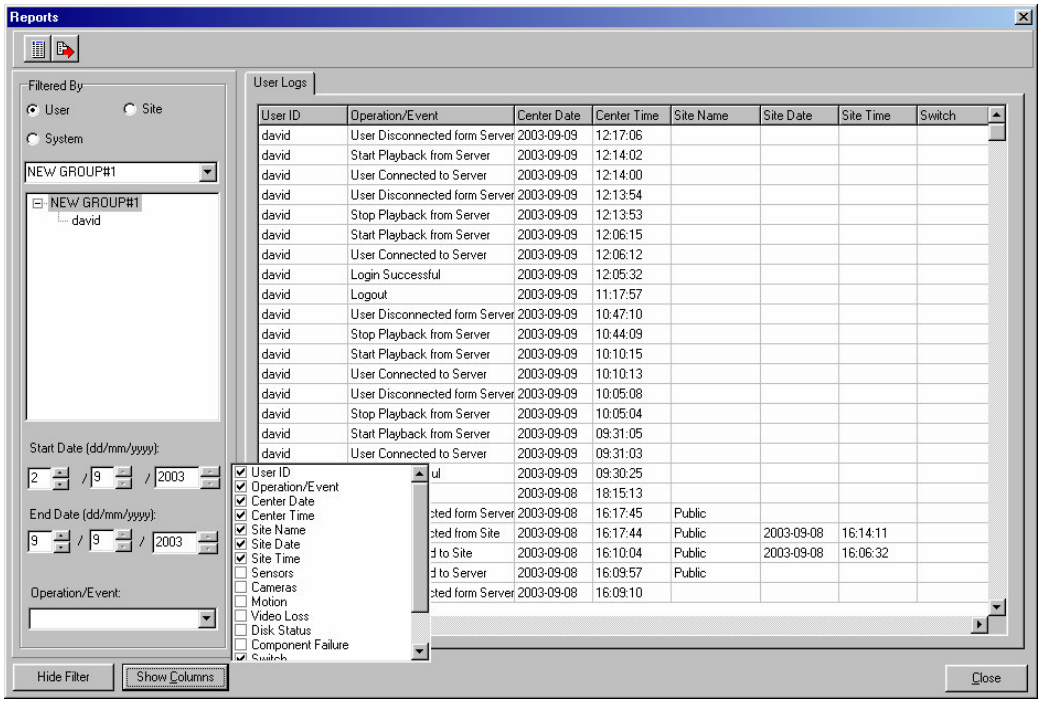
2. To filter the logs other than **User**, you can select **Site** or **System** under **Filtered By**.

3. You can also filter the logs by start date and end date. Enter **Start Date** and **End Date** to the space provided.

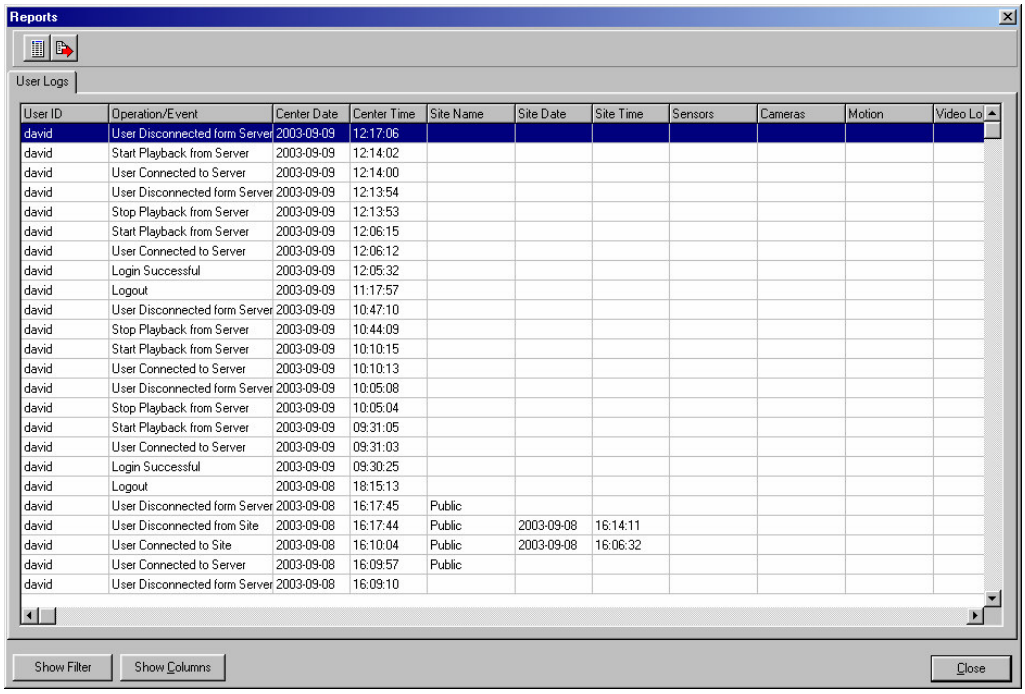
4. You can also filter the logs by same category of operation/event. Select an item from **Operation/Event** list.

For a complete list of operations/events, please refer to later section 15.4 List of Operations/Events.

5. Click on **[Show Columns]** button if you want to add more columns for the logs.



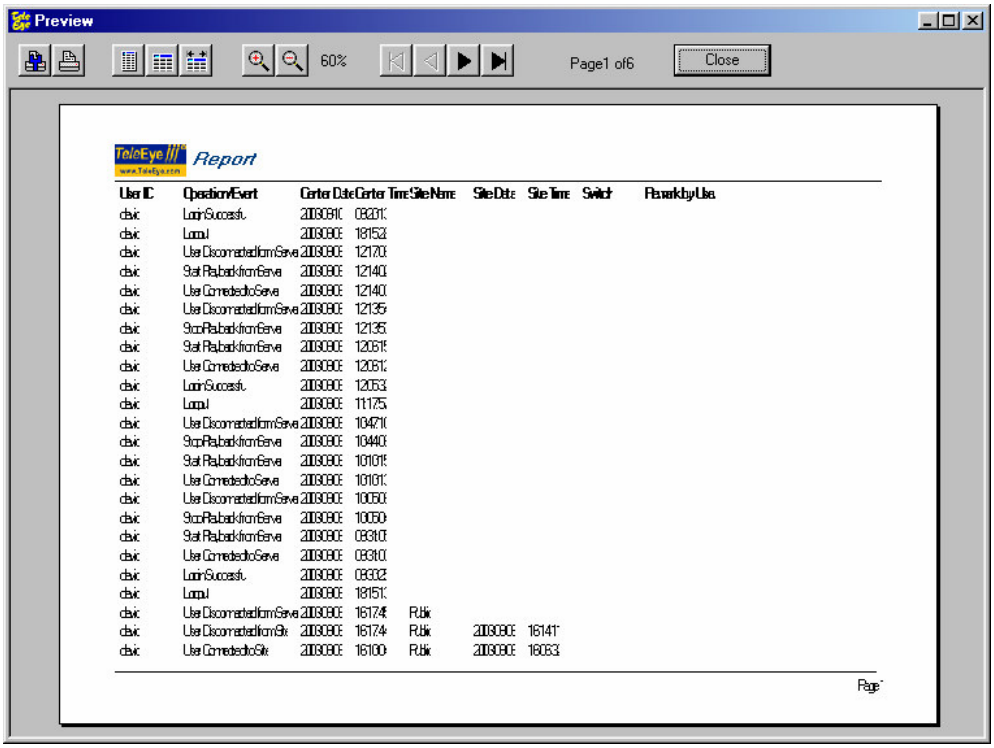
6. Click on **[Hide Filter]** button if you want to increase the display area for the logs.



User ID	Operation/Event	Center Date	Center Time	Site Name	Site Date	Site Time	Sensors	Cameras	Motion	Video Lo
david	User Disconnected form Server	2003-09-09	12:17:06							
david	Start Playback from Server	2003-09-09	12:14:02							
david	User Connected to Server	2003-09-09	12:14:00							
david	User Disconnected form Server	2003-09-09	12:13:54							
david	Stop Playback from Server	2003-09-09	12:13:53							
david	Start Playback from Server	2003-09-09	12:06:15							
david	User Connected to Server	2003-09-09	12:06:12							
david	Login Successful	2003-09-09	12:05:32							
david	Logout	2003-09-09	11:17:57							
david	User Disconnected form Server	2003-09-09	10:47:10							
david	Stop Playback from Server	2003-09-09	10:44:09							
david	Start Playback from Server	2003-09-09	10:10:15							
david	User Connected to Server	2003-09-09	10:10:13							
david	User Disconnected form Server	2003-09-09	10:05:08							
david	Stop Playback from Server	2003-09-09	10:05:04							
david	Start Playback from Server	2003-09-09	09:31:05							
david	User Connected to Server	2003-09-09	09:31:03							
david	Login Successful	2003-09-09	09:30:25							
david	Logout	2003-09-08	18:15:13							
david	User Disconnected form Server	2003-09-08	16:17:45	Public						
david	User Disconnected from Site	2003-09-08	16:17:44	Public	2003-09-08	16:14:11				
david	User Connected to Site	2003-09-08	16:10:04	Public	2003-09-08	16:06:32				
david	User Connected to Server	2003-09-08	16:09:57	Public						
david	User Disconnected form Server	2003-09-08	16:09:10							

15.2Printing Reports

After you have tailored the output of logs, click on button to preview the report. You will see the following **{Preview}** dialog box.



You can also setup the report preview size by clicking on the following buttons:

- Click on button to fit the size of report to page.
- Click on button to preview the original size of report.
- Click on button to fit the size of report to the width of page.
- Click on button to zoom in the report.
- Click on button to zoom out the report.

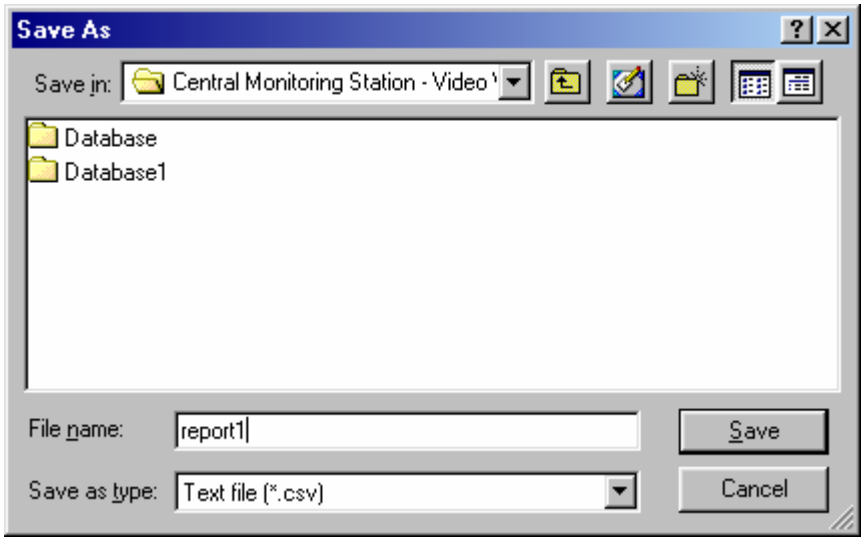
To preview other pages of report, you can use the following buttons:

- Click on button to go to first page.
- Click on button to go to previous page.
- Click on button to go to next page.
- Click on button to go to last page.

If you have not selected your printer, you can click on button. Then, you can print the report by clicking on button.

15.3Exporting Logs To Excel

If you want to export the logs to **Excel** supported file format, click on button and the **{Save As}** dialog box will be displayed.



Enter the file name and click on **[Save]** button to save your report. You will see the following dialog box if you have saved the file successfully.

15.4 List of Operations/Events

The following table is the list of operations/events.

Category	**Operation/Event**
Login/Logout	Login Successful Login Fail - Incorrect Password Login Fail - No Such User Logout
Site Settings	Change Sequential Time Change Video Format Change Audio Sources Change Switches Mode Change Information: Location Change Information: Phone Change Date/Time Change Password Change Connection Speed Change Answer Ring Count Change Throughput Control Change Camera Sources Change VRT Programmable Recording Change VRT Recording Settings Change Alarm Settings Change Motion Settings Change Video Loss Settings Change Telemetry Change Arm Disarm Settings Install Sensor Uninstall Sensor
Site Operations	Start VRT Recording Stop VRT Recording Start Audio Monitoring Stop Audio Monitoring Start Public Addressing Stop Public Addressing Start Telemetry Control

	Stop Telemetry Control Reset Event Press Switch
User Remark	Add User Remark Add User Remark (Activation) Add User Remark (False Event)
System Operations	Start Patrol Stop Patrol Pause Patrol Resume Patrol Add Patrol Sequence Delete Patrol Sequence Edit Patrol Sequence Change Database Path Print Logs Save Logs Setup User Account Setup Customer Account Server Device Setup Server Recording Setup Start Server Recording Stop Server Recording Server Recording Error Server Recording Full Start Delete Recording End Delete Recording Fail to Delete Recording Playback/Backup in Progress
Connections	User Connected to Server User Connected to Site Server Connected to Site User Disconnected form Server Server Disconnected from Site User Disconnected from Site User Line Dropped from Site User Line Dropped from Server Server Fail to Connect Site: Line Busy User Fail to Connect Site: Line Busy

	Server Fail to Connect Site: Dial Fail Server Line Dropped from Site User Fail to Connect Site: Dial Fail User Fail to Connect Site by TCP/IP Server Fail to Connect Site by TCP/IP Server Site No Response User Site No Response Server Reconnecting to Site
Playback	Start Playback from Site Stop Playback from Site Start Playback from Server Stop Playback from Server
Events	Site Alarm Status Changed User Alarm Status Changed Site Motion Status Changed User Motion Status Changed Site Video Loss Status Changed User Video Loss Status Changed Site Disk Status Changed User Disk Status Changed Site System Failure Changed User System Failure Changed Site Dialback to Server Site Dialback Unsuccessful: Incorrect Password Site Dialback Unsuccessful: No Site Record Site Arm Disarm Input Tamper Changed User Arm Disarm Input Tamper Changed Site Security Switch Tamper Changed User Security Switch Tamper Changed Site System Tamper Changed User System Tamper Changed Site Power Failure Changed User Power Failure Changed Site System Restart User System Restart
Backup	Start Site Backup

	Site Backup Complete Site Backup Cancelled Start Server Backup Server Backup Complete Server Backup Cancelled
Software startup/close	Connection Server Startup Connection Server Closed Connection Server Improperly Closed Video Viewer Startup Video Viewer Closed Video Viewer Improperly Closed

16 Working with Central Data Server and Video Backup

For database maintenance, **Video Viewer** provides database backup function. It is recommended that database files of **Central Data Server** should be backup regularly. If you want to get a backup copy of recorded video, **Video Viewer** also provides video backup function and the backup copy of video files can be played in **Portable Player**.

In this section, you will learn the followings:

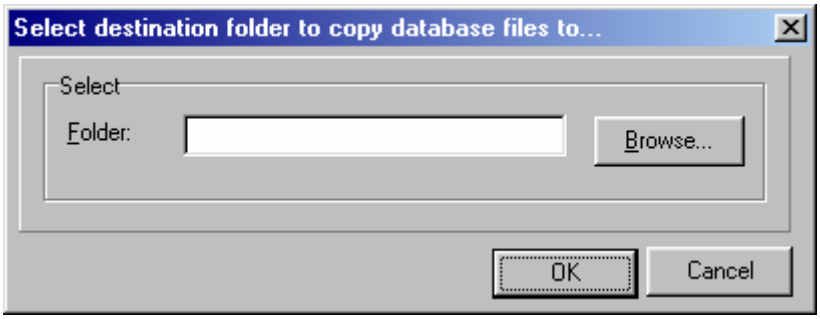
- Working with Database Backup
- Working with Video Backup
- Using Portable Player

16.1 Working with Database Backup

To do database backup, follow the steps below:

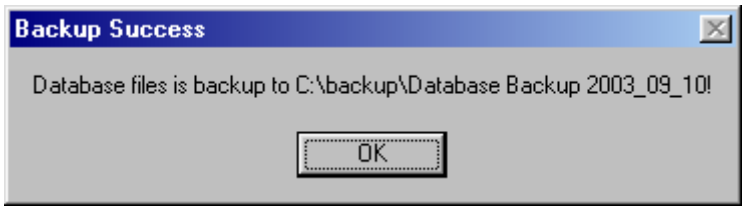
1. Make sure you have database settings of control right.

2. Select **[System]** → **[Database/Logs Backup]** → **[Backup to…]** from **{Main Panel}**. The following dialog box will be displayed and ask you destination folder to copy database files.



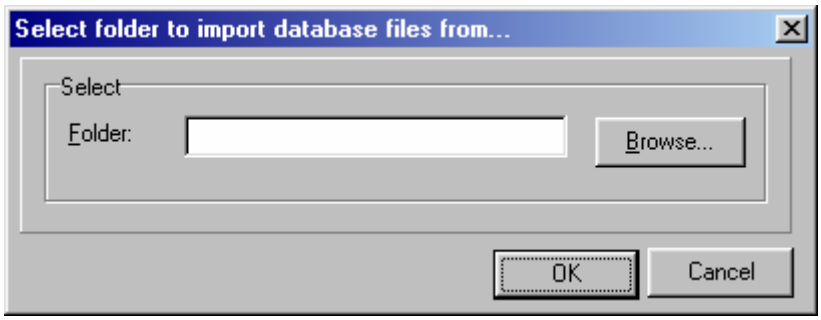
3. You can click on **[Browse…]** button to select folder. Click on **[OK]** button to complete.

4. A message box will be showed after the backup is completed.

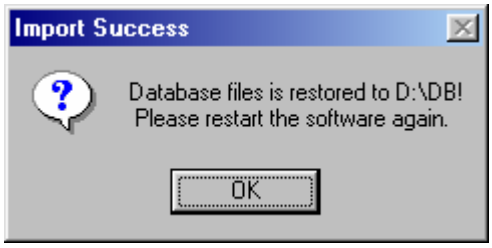


5. To restore the database, select **[System]** ➔ **[Database/Logs Backup]** ➔ **]Import from…]** from menu. Click on **[Yes]** button after you closed all other copies of **Video Viewer** in you network.

6. The following dialog box will display for source folder to copy database files. You can click on **[Browse…]** button to select folder. Click on **[OK]** button to complete.



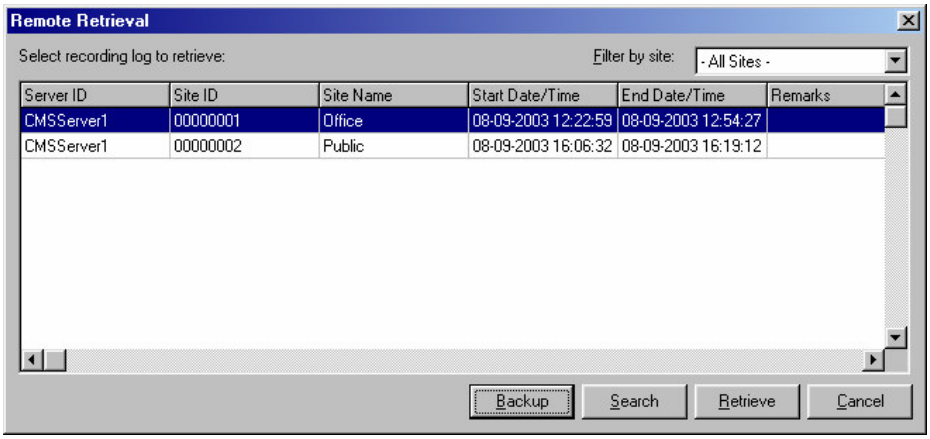
7. A message box will show after the import is completed. You need to restart the software manually.



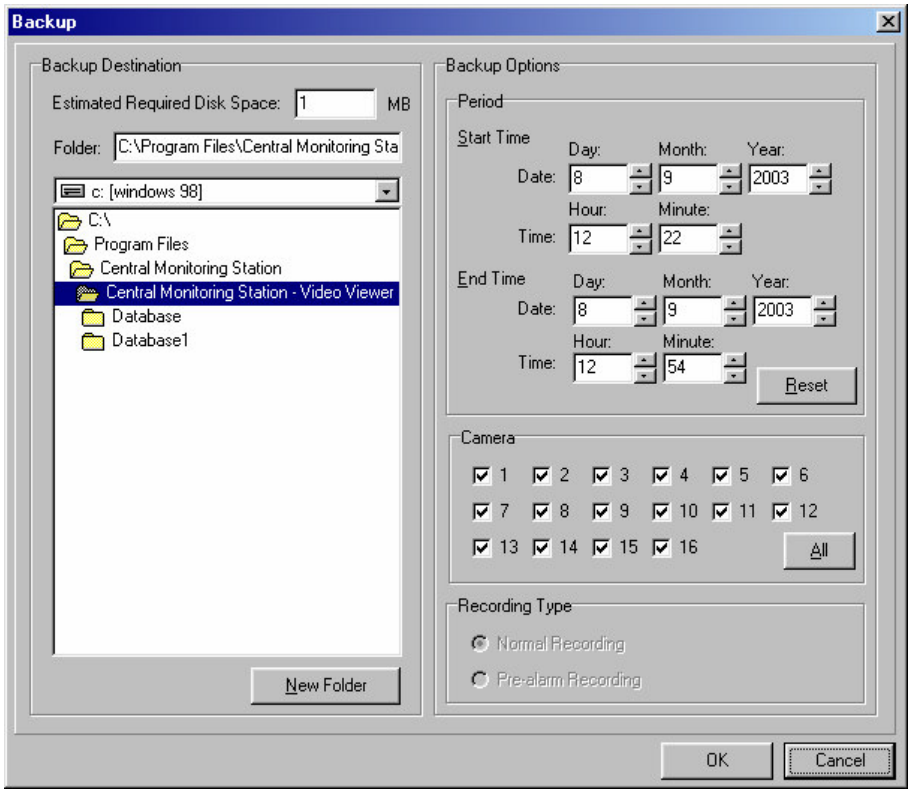
16.2 Working with Video Backup

To perform video backup, follow the steps below:

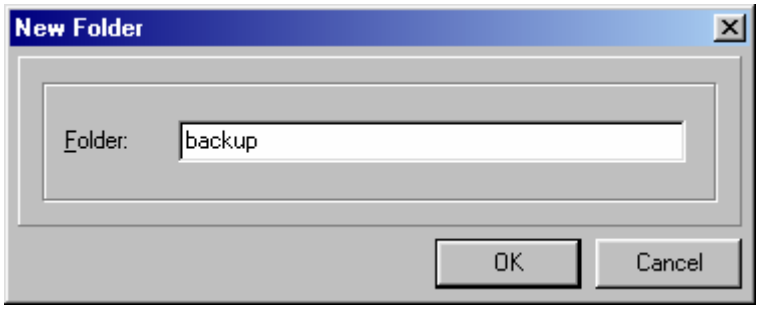
1. Select **[Playback]** ➔ **[Start Server Playback]** from **{Main Panel}**. The **{Remote Retrieval}** dialog box will display and it will show a list of recording log in the **Connection Server**.



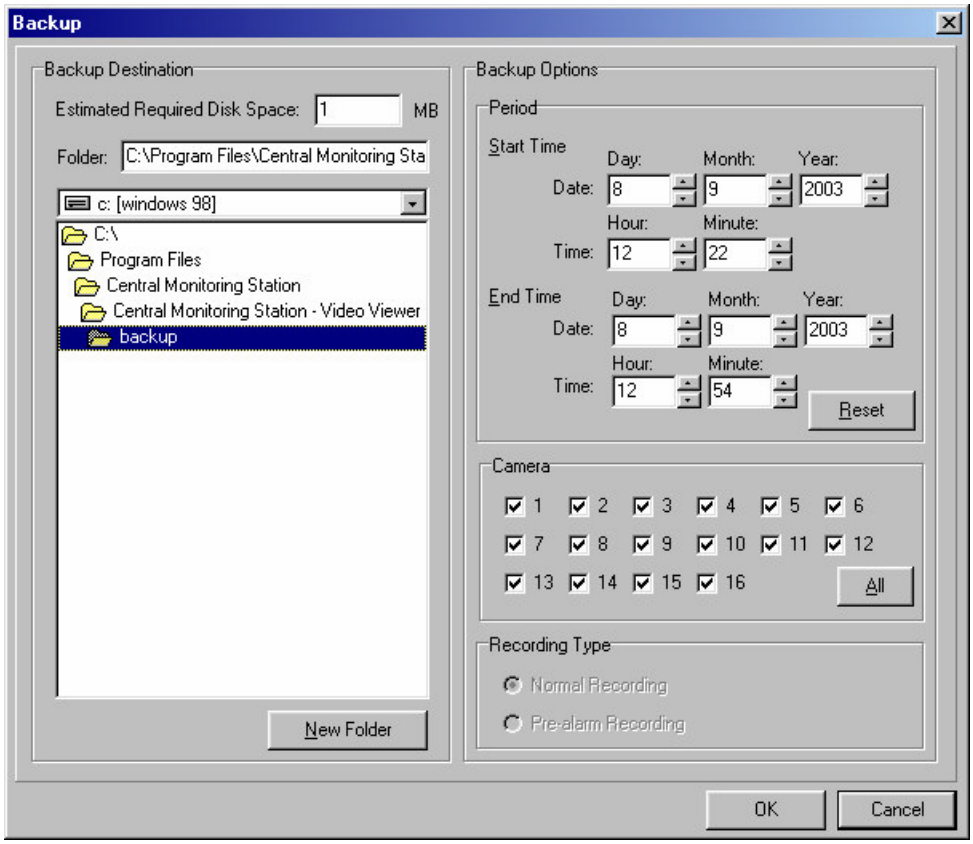
2. Click on **[Backup]** button and the **{Backup}** dialog box will display. Enter the backup period such as **Start Date/Time** and **End Date/Time** and select **Camera** for the backup.



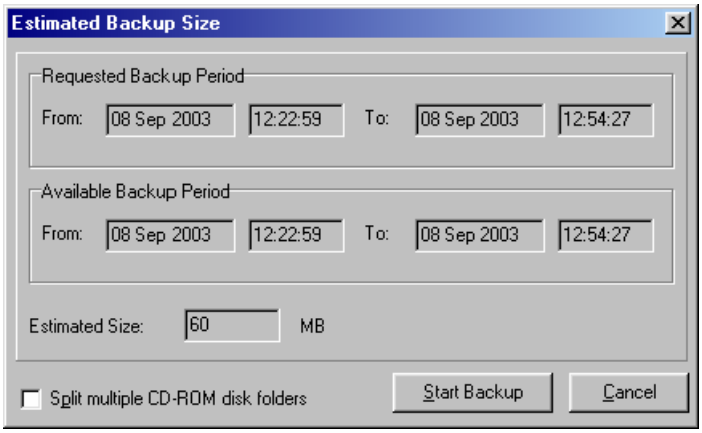
3. You will need to create separate folder for storing video backup. Click **[New Folder]** button to create a new folder by specifying the folder name (e.g. backup). Click **[OK]** button to finish.



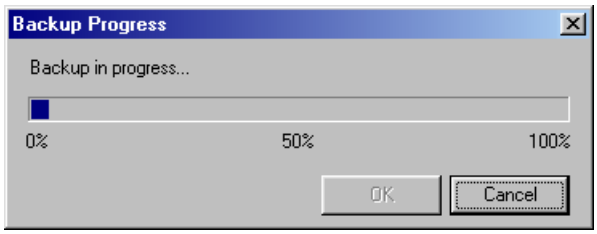
4. After you have created the backup folder, the folder is automatically selected. Click **[OK]** button to start the backup.



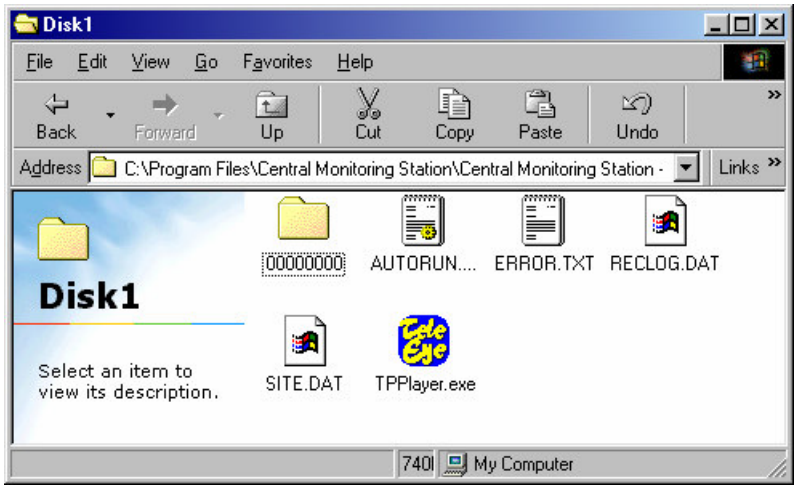
5. The **Connection Server** will estimate the total backup size for disk space. If your backup size is larger than **650 MB** and want to copy the backup files to **CD-R/RW** media, you will need to check **[Split multiple CD-ROM disk folders]** option.



6. Click **[Start Backup]** button to start the backup and wait for the backup progress. If you want to cancel the current backup, click on **[Cancel]** button.



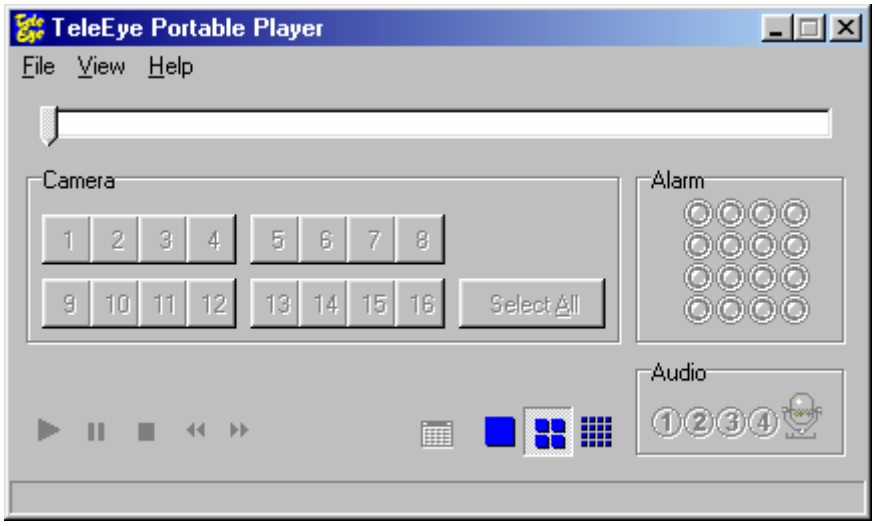
7. After the backup is completed, you will see a list of files in your backup folder. You can copy them to **CD-R/RW** media using third party burning software. The **CD-R/RW** disc will automatically run **Portable Player** when you insert it to **CD-ROM** drive. The **Portable Player** is used to play the backup video on the disc.



16.3Using Portable Player

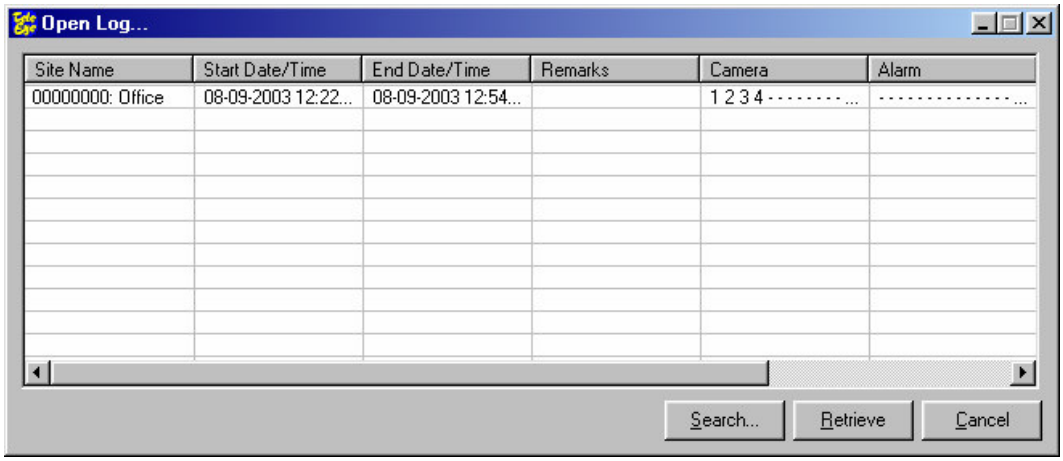
To play video backup files, follow the steps below:

1. Go to backup folder and double-click on **Portable Player (TPPlayer.exe)** icon. You will see the following **Portable Player** main screen.

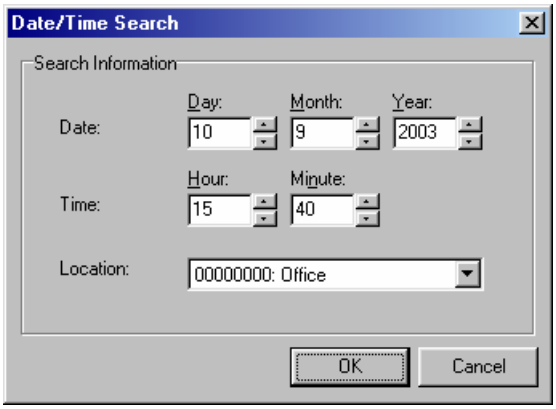


2. Select **[File]** ➔ **[Open]** from **{Main Panel}** and the **{Open}** dialog box will be displayed. Select **RECLOG.DAT** file and Click on **[Open]** button to continue.

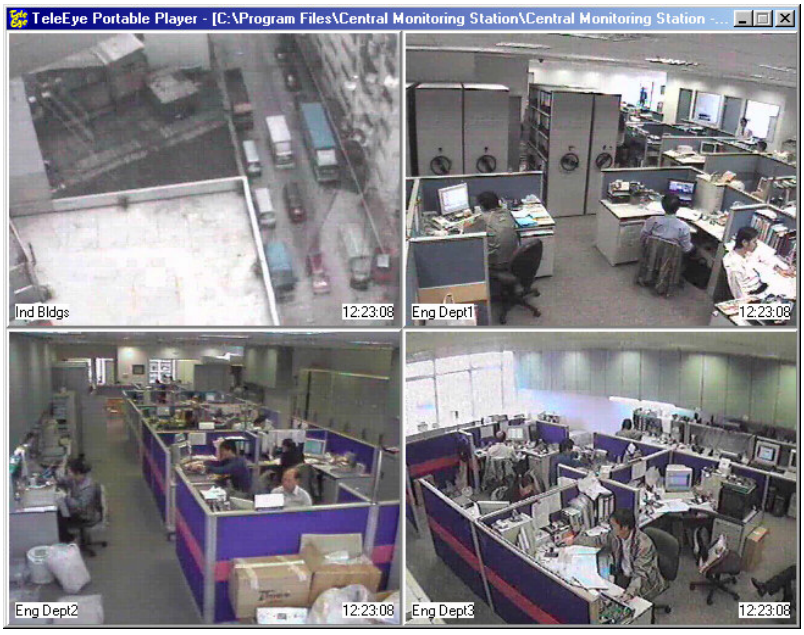
3. You will see a list of logs showing in **{Open Log…}** dialog box.



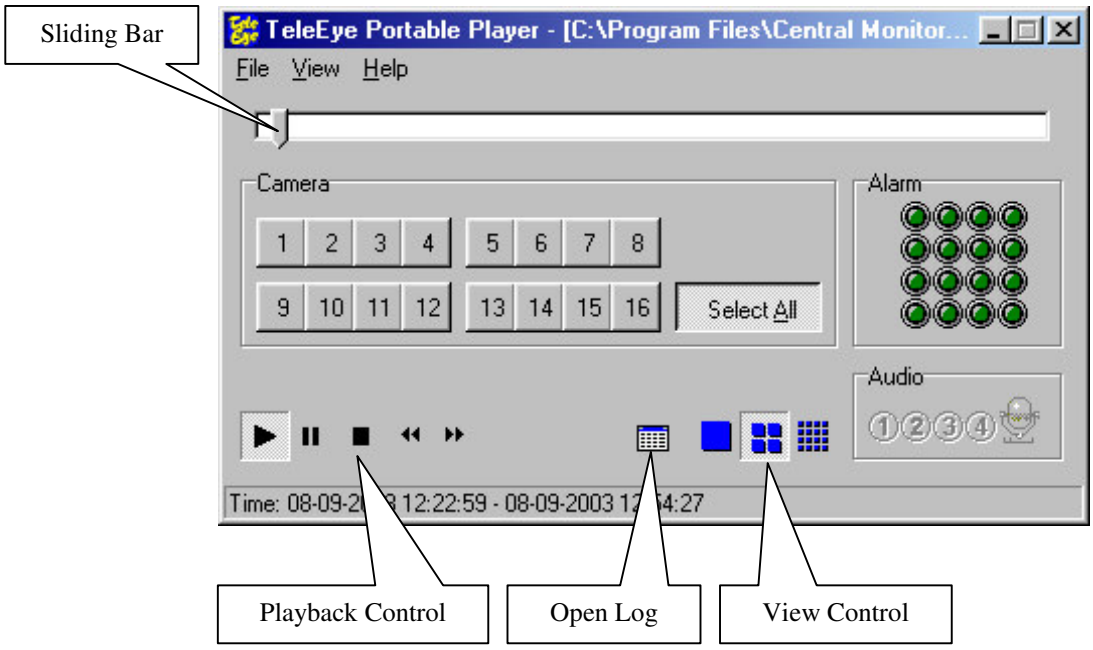
4. You can click on **[Retrieve]** button to retrieve the log. If you want to search the video, click on **[Search]** button and enter the **Date/Time**.



5. Then, you will see the video on the following separate window.



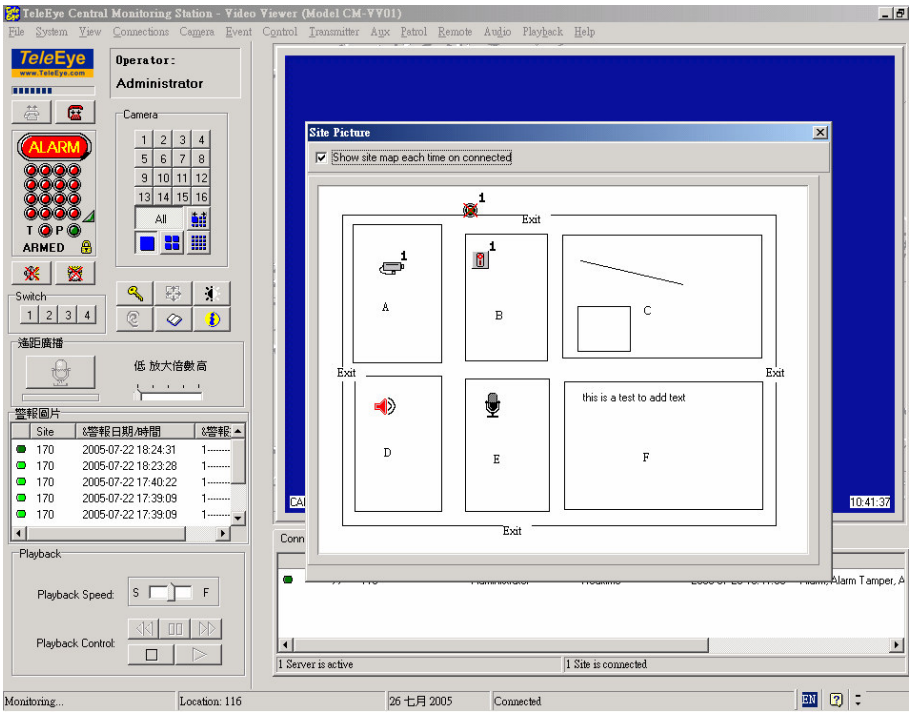
6. To control video playback, you can use playback control buttons such as **[Play]**, **[Pause]**, **[Stop]**, **[Rewind]** and **[Fast Forward]** in the main screen. Also, you can use view control buttons such as **[Full View]**, **[Quad View]** and **[Hex View]** to control different display views.



7. You can use your mouse to drag the **[Sliding Bar]** to search video playback.

8. To play the other recording logs in the backup folder, click **[Open Log]** button.

17 Working with Site Map



1. **{Site map}** dialog will prompt every time after connected unless uncheck the check box **[Show site map each time on connected]**. Now each alarm triggered will refreshed on the site map, the related sensor will turn into red and other related status. Usually there are 6 statuses:

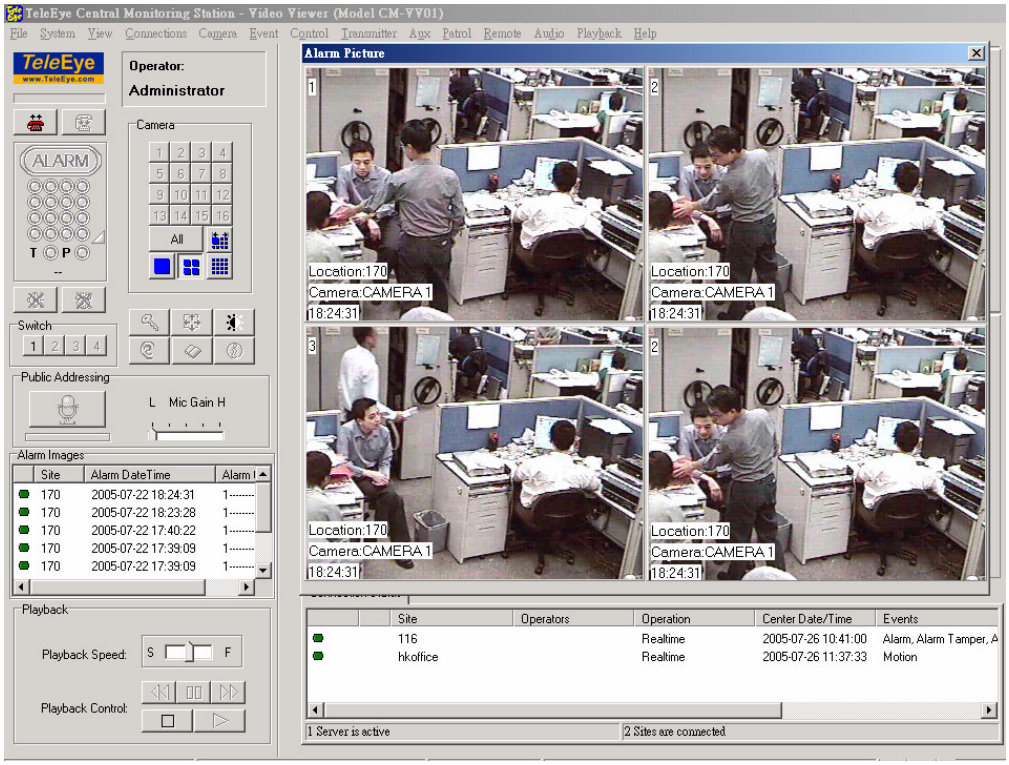
   Dimmed – Uninstall Status
   Dark Green – Normal Status
   Light Green – Triggered Status
   Red – Trigger Status
   Red Cross – Disarm Status
   Red Slash – Tamper Status

   For Sensor Arm/Disarm and Security Switch
   Red – Arm, Switch On
   Dark Green – Disarm, Switch Off

2. Click on **[Camera]** icon on the site map, related camera picture will show on the screen on full scale.

3. Click on **[Switch]** icon on the site map, related switch on the main panel will be clicked and vice verse.

18 Working with Alarm Image



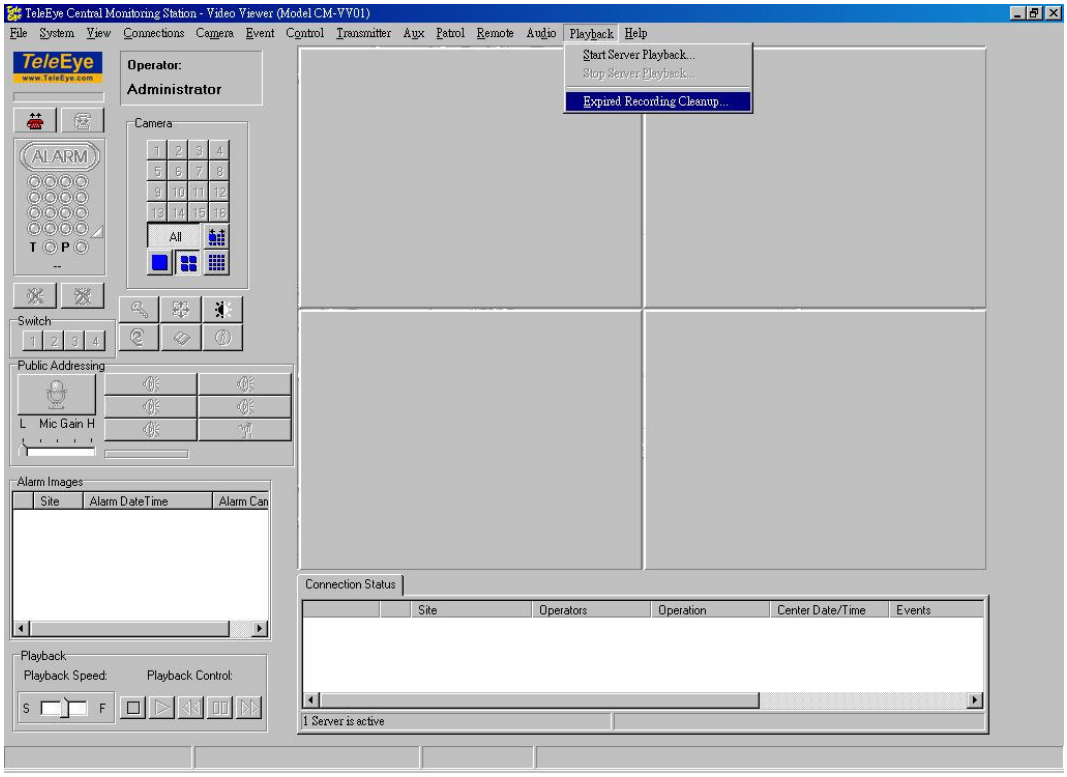
1. There is **[Alarm Image List]** on the **{main panel}**. It will show the details of each alarm images. When click on the row, the Alarm Picture Dialog box with 4 pictures will appear. On the Alarm Image List there is color status on each record.

   Red – Most recent record without checked.

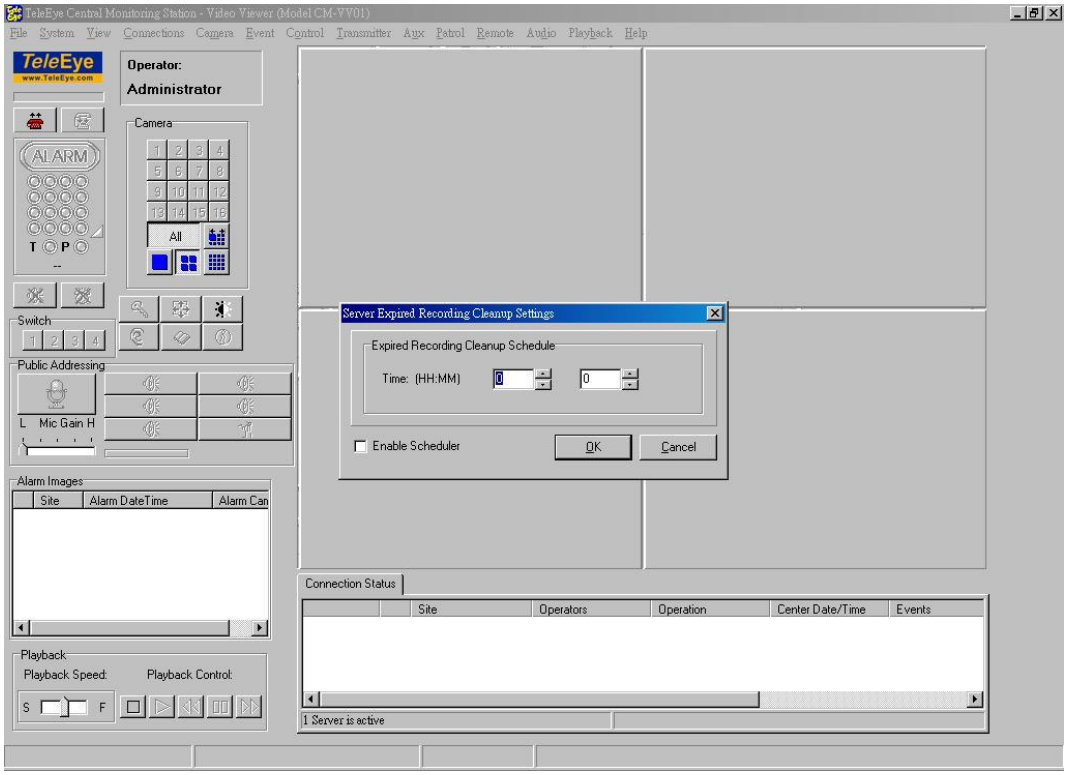
   Dark Green – Already checked.

   Light Green – Not checked.

2. On Menu Click **[Playback]** ➔ **[Expired Recording Cleanup…]** from **{Main Panel}**, the **{Server Expired Recording Cleanup Schedule}** dialog will appear.



3. Input the time for **[Expired Recording Cleanup schedule]**. Check **[Enable schedule]** to make the schedule active



19 Supplement for RX model

19.1 Working with Event Dial Back

Connection Server can be setup as waiting transmitter for dial back connection. If the dial back is connected, **Video Viewer** will alert a group of users currently associated with the site. Operator can choose the site for monitoring.

In this section, you will learn the followings:

- Setting Up Transmitter and Connection Server
- Handling Event Alert
- Alarm Panel Indicator

19.1.1 Setting Up Transmitter and Connection Server

To configure your transmitter for dial back operation, you should enter **IP Address** or **Phone Number** in the dial back settings of transmitter. To setup dial back settings in **Video Viewer**, follow the steps below:

1. Make sure that your account is authorized for transmitter settings.

2. Connect your desired site for configuring dial back settings.

3. Select [**Transmitter**] ➔ [**Settings**] from **{Main Panel}**. The **{Transmitter Setup}** dialog box will display.

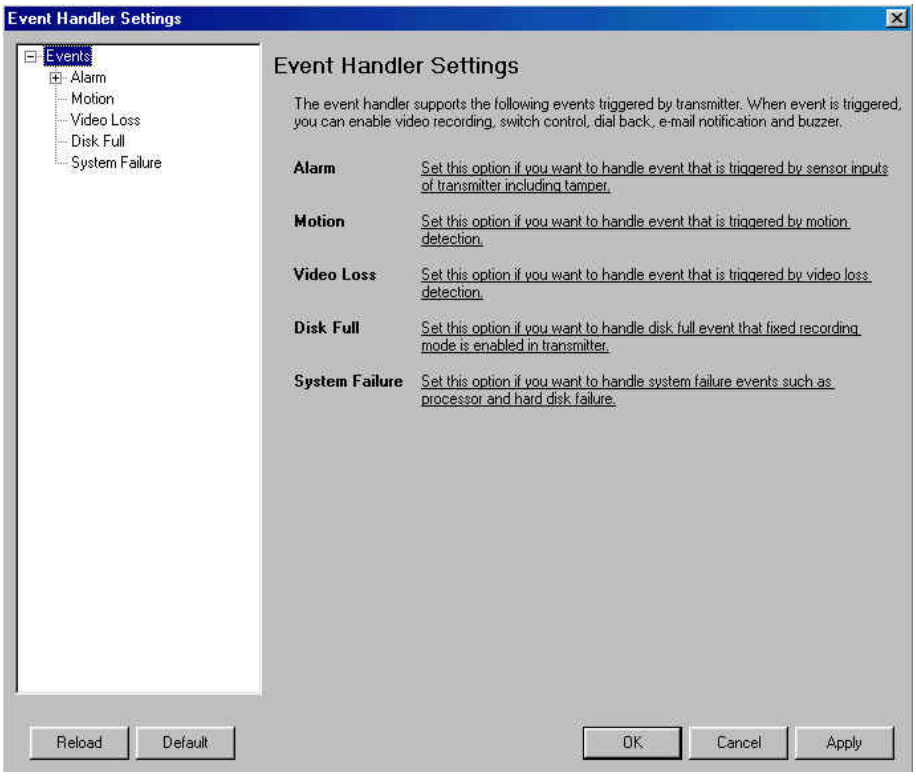
☞ *If the current connected transmitter doesn't have BS8418 mode or currently BS8418 mode isn't enabled in the transmitter, the events available in Event Handler Settings will be different.*

Basic events for all transmitters without BS8418 mode:
- Alarm Triggered
- Motion Detection
- Video Loss
- Disk Full
- System Failure

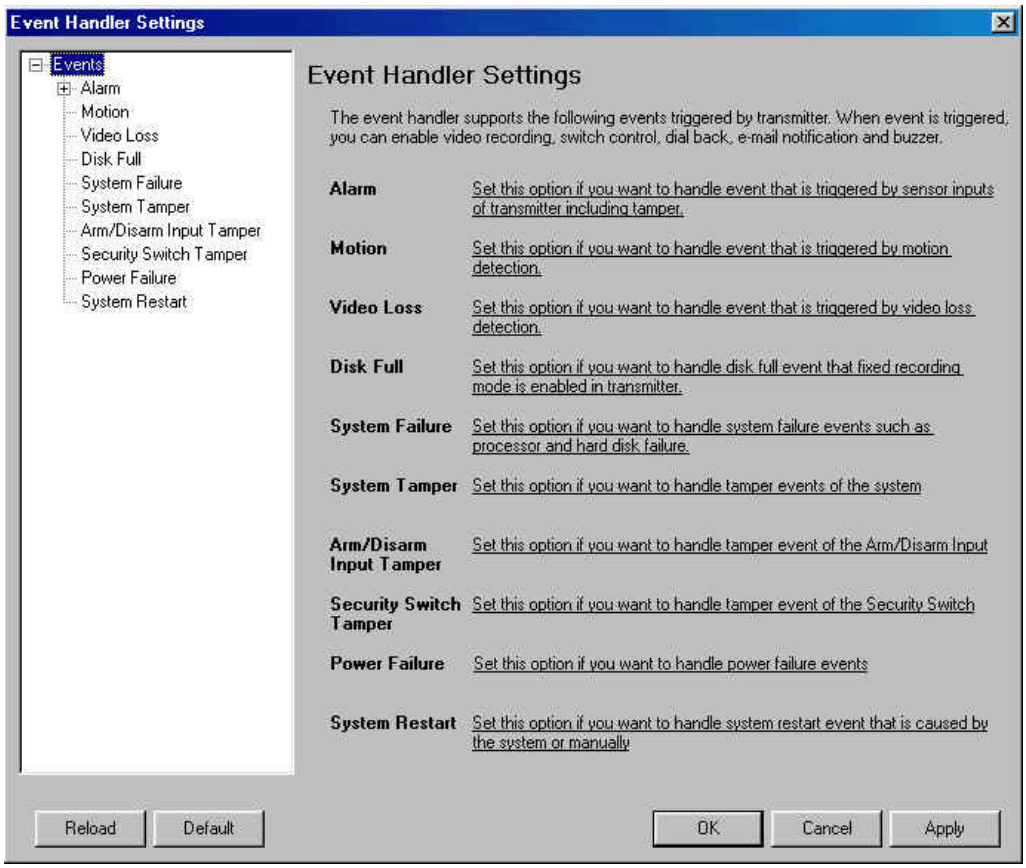
Events for transmitters with BS8418 mode:

- System Tamper
- Arm/Disarm Input Tamper
- Security Switch Tamper
- Power Failure
- System Restart

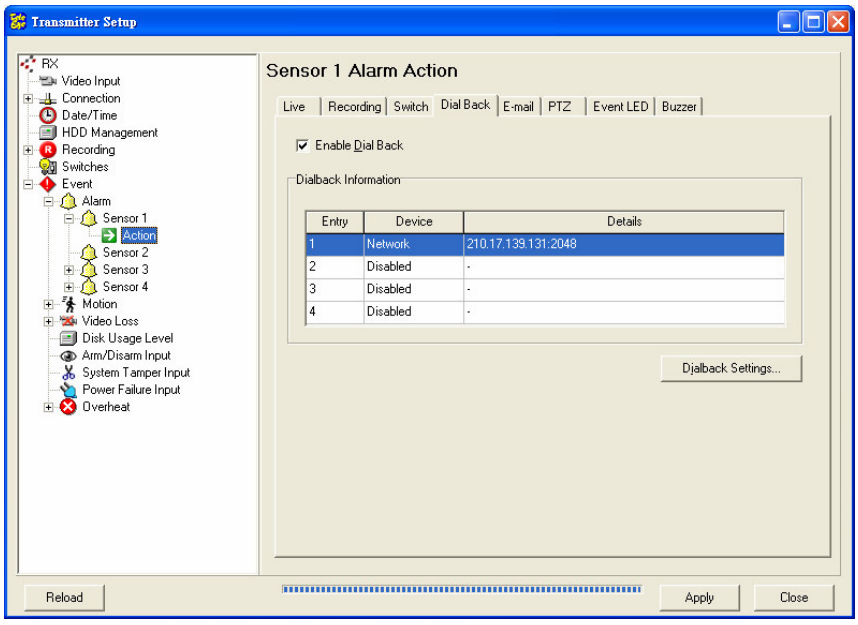
For transmitters without BS8418 mode enabled or supported:



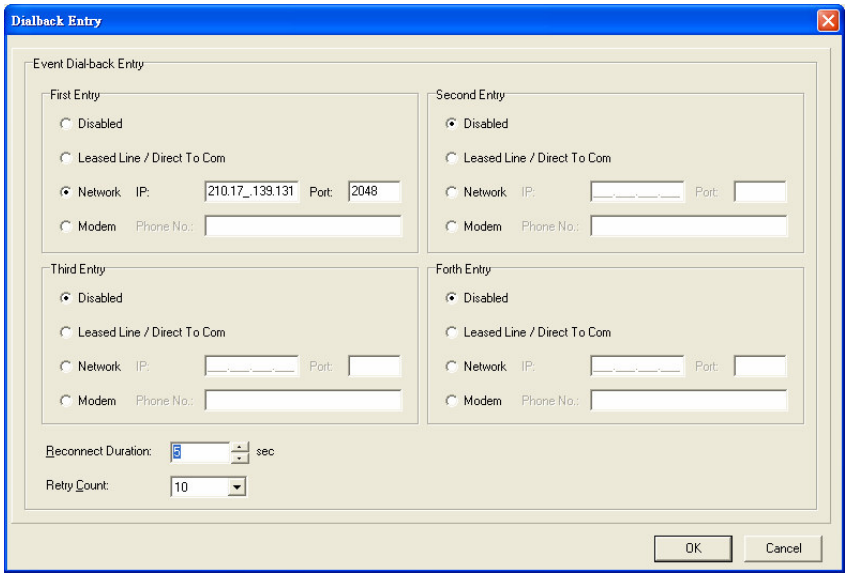
For transmitters with BS8418 mode enabled:



4. Click on one of the events that you want to setup for dial back operation (e.g. **Alarm Sensor 1**). Click [Dial Back] option to set dial back setting.

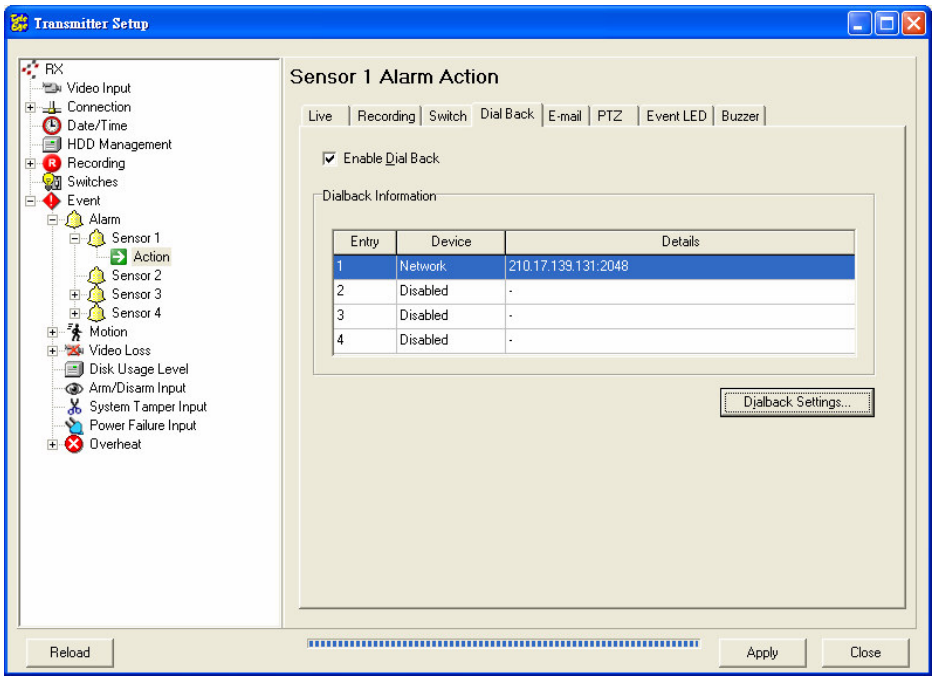


5. Click **[Dialback Settings]** button. The **{Dialback Entry}** dialog box will display. Enter IP address or phone number of the PC.

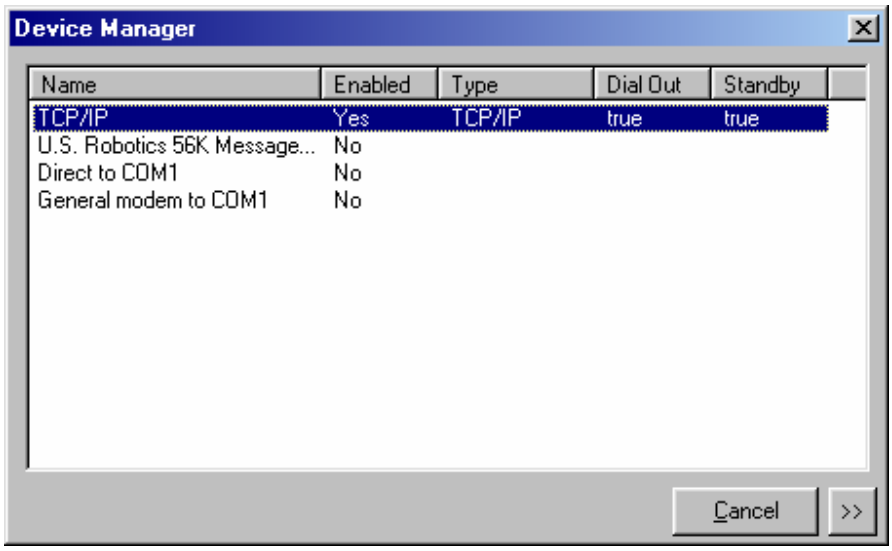


*Since dial back allows the transmitter to connect to **one** remote PC only, the transmitter will try to connect to the 1st IP entry, then 2nd entry, etc. The PC with 1st dial back IP entry has the **highest** dial back priority.*

6. Click **[OK]** button to save the settings. Then, check **[Enable Dial Back]** option for the event in the **{Event Handler Settings}** dialog box.



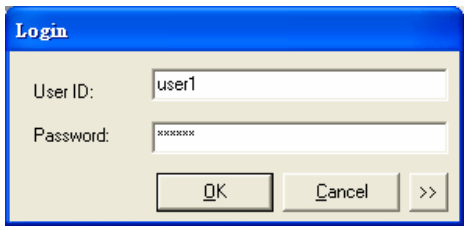
7. After you have setup your transmitter for dial back operation, one of the available connection devices in **Connection Server** should be turned on **Standby** properties.



For more information on configuring ***Device Manager****, please refer to Section 3 Configuring* ***Tele*Eye** *Central Monitoring Station.*

19.1.2 Handling Event Alert

After you have login to **Video Viewer**, you can monitor connection status of **Connection Server**. When events happen in the site, it will dial back to the server. You will see an entry in the **[Connection Status]** tab and **Alert Indicator** will be shown in **Red** color to indicate that an event has been occurred.



If a user belongs to other group with lower alert priority, **Alert Indicator** is **Bright Green**.

To handle the event alert, right-click the entry and select **[Connect]** to connect the site. After you have connected the site, you will see that the **Alert Indicator** is shown in **Dark Green** color.

If no one clears the event alert and the **Alert Duration** is expired, it will alert the next group with lower alert priority, the **Alert Indicator** of the first and the next group will be shown in **Red** color.

19.1.3 Alarm Panel Indicator

When an event is triggered in the transmitter, you can check the statuses of the transmitter in the Alarm Panel Indicator.

Sensor

Dimmed	when sensor is not installed.
Green	when sensor is installed.
Bright green	when there is an alarm triggered, and it has not been cleared.
Red	when an alarm is being triggered in this sensor.

Transmitter Recording

Dimmed	when alarm-trigger recording is disabled.
Green	when alarm-trigger recording is enabled.
Red	when there are alarm recorded frames
Red & Flashing	when alarm recorded frames are being downloaded.

ARM/DISARM

ARMED	when arm/disarm input is enabled and the type is open
DISARM	when arm/disarm input is enabled and the type is closed
--	when arm/disarm input is disabled

T: Tamper

Dimmed	when tamper input is not installed.
Dark Green	when tamper input is installed.
Bright green	when there is a tamper event and it has not been cleared.
Red	when a tamper event is being triggered.

Security Switch

Lock opened(🔓)	when security Switch is off
Lock closed (🔒)	when security Switch is on

19.2 Working with Sensor and Input Settings

Transmitter supports up to 16 alarm inputs (4 input for 4 CAM transmitter). You can set the type and the status for each alarm source. Each alarm can associate up to 16 video sources (4 video sources for 4 CAM transmitters). In addition, with the BS8418 mode, sensors can be constructed to detect any tamper event, so that it can prevent the sensors from tampering.

In this section, you will learn the followings:

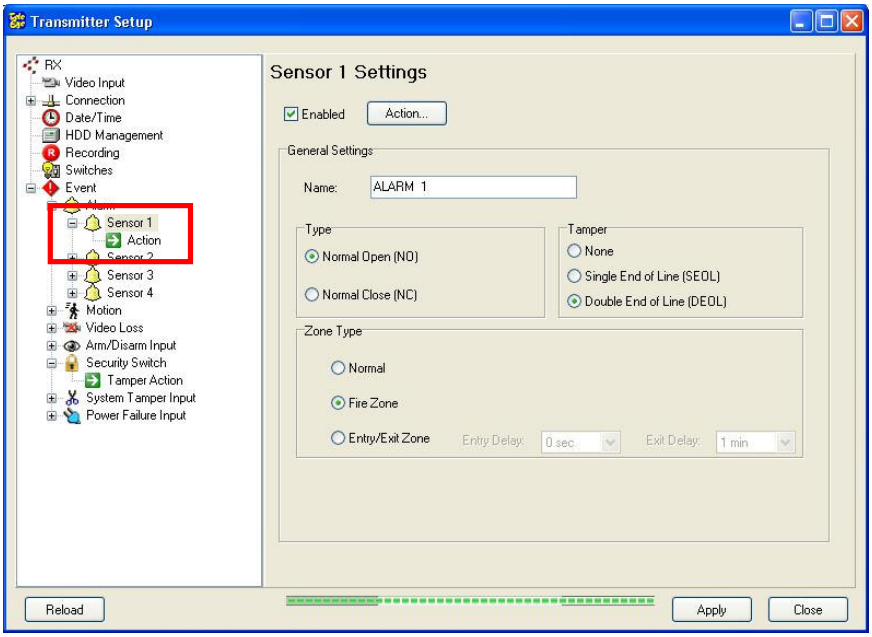
- Sensor settings
- System Tamper Input setting (*)
- Arm/Disarm Input setting (*)
- Security Switch setting (*)
- Power Failure Input setting (*)

(*) - Only available in BS8418 mode

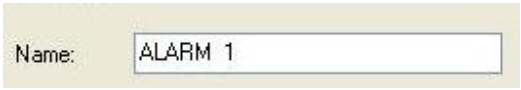
19.2.1 Sensor settings

To customize sensor settings, follow the steps below:

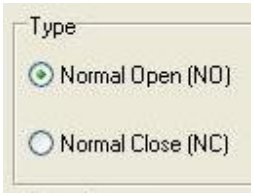
Step 1: In **{Transmitter Setup}** panel, click **[Event]** → **[Alarm]** → **[Sensor (No.)]** option to pop up **{Sensor (No.) Setting}** panel



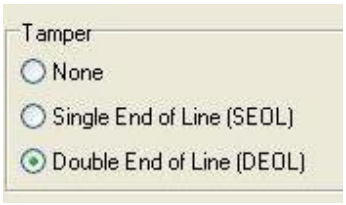
Step 2 : Click **[Enabled]** checkbox to enable the alarm sensor.



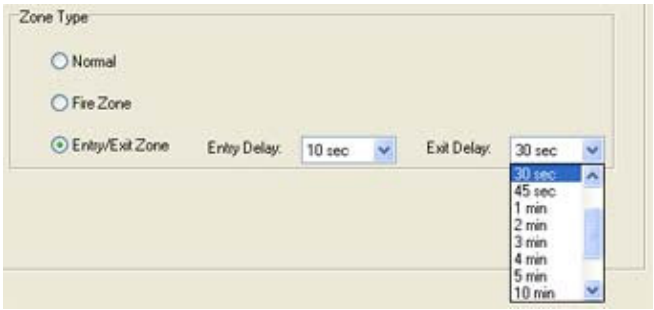
Step 3 : Edit the name of the alarm sensor.



Step 4 : Click **[Open]** or **[Close]** for sensor type option.

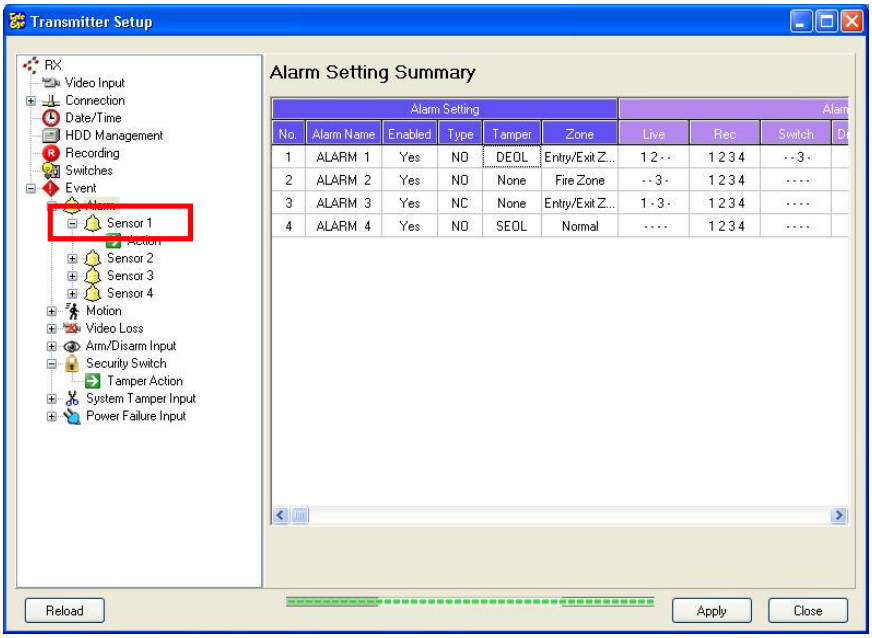


Step 5 : Click **[None]**, **[SEOL]** or **[DEOL]** option for tamper type.



Step 6 : Click **[Normal]**, **[Fire Zone]** or **[Entry/Exit Zone]** option for zone type. If **[Entry/Exit Zone]** is selected, please select **[Entry Delay]** and **[Exit Delay]** for the entry/exit zone.

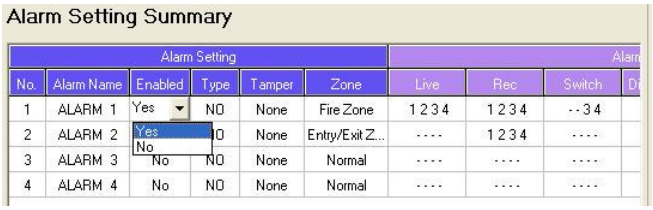
Step 7 : After setting all alarms, user can view the alarm setting summary in **{Transmitter Setup}** panel by clicking **[Event]** → **[Alarm]** option to pop up **{Alarm Setting Summary}** panel.



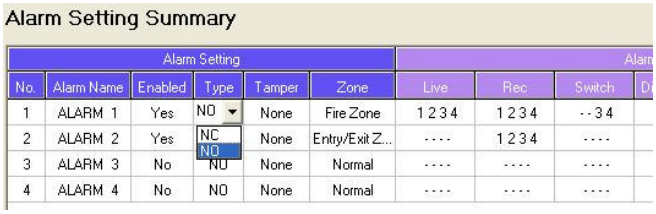
Step 8 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

Setup through Alarm Setting Summary Procedure :

User can use **{Alarm Setting Summary}** panel as a quick way to do the alarm settings.

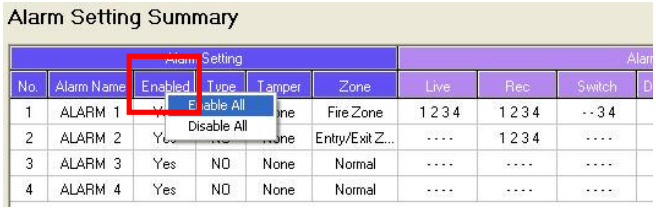


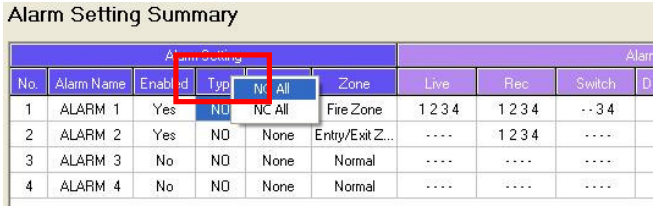
Step 1 : On the **{Alarm Setting Summary}** panel, user can click the boxes under **[Enabled]**, **[Type]**, **[Tamper]** **or [Zone]** or those actions to change the alarm status, alarm

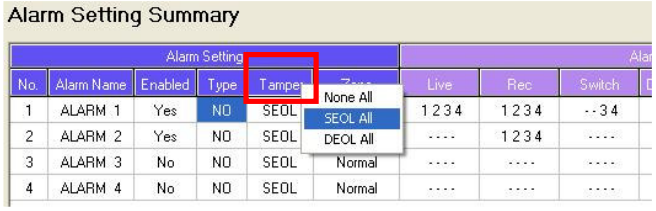


type, tamper type, zone type and other action options for the alarm event as shown

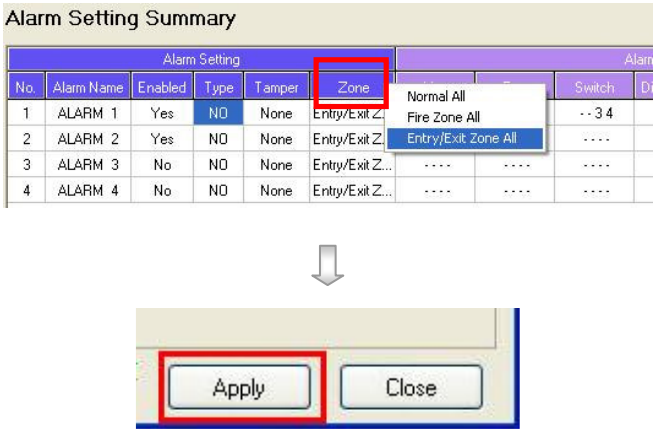
OR







Step 1 : Or, user can click the **[Enabled]**, **[Type]**, **[Tamper]** or **[Zone]** to choose all alarms for the same alarm setting as shown



Step 2 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

19.2.2 System Tamper Input setting (*)

System Tamper Input

It is an input to the transmitter for wiring a tamper switch of the external cabinet outside the transmitter and its accessories. The purpose of system tamper event is to prevent someone to break into the cabinet and destroy the transmitter.

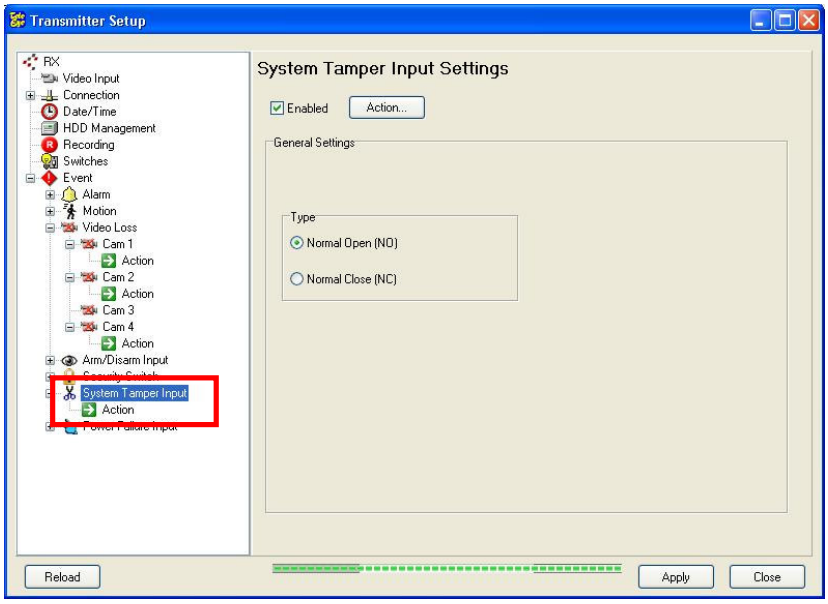
Sensor Type

The system tamper input circuit type is **normal close (NC)**. The state of the circuit is **close**; it indicates **normal** of ***Tele*Eye RX**. Otherwise, the state of the circuit is **open**; it indicates **system tamper** of ***Tele*Eye RX**.

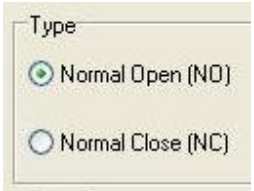
The system tamper input circuit type is **normal open (NO)**. The state of the circuit is **open**, it indicates **normal** of ***Tele*Eye RX**. Otherwise, the state of the circuit is **close**; it indicates **system tamper** of ***Tele*Eye RX**.

System Tamper Setup Procedure :

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[System Tamper Input]** option to pop up **{System Tamper Input Setting}** panel



Step 2 : Click **[Enabled]** checkbox to enable system tamper input.



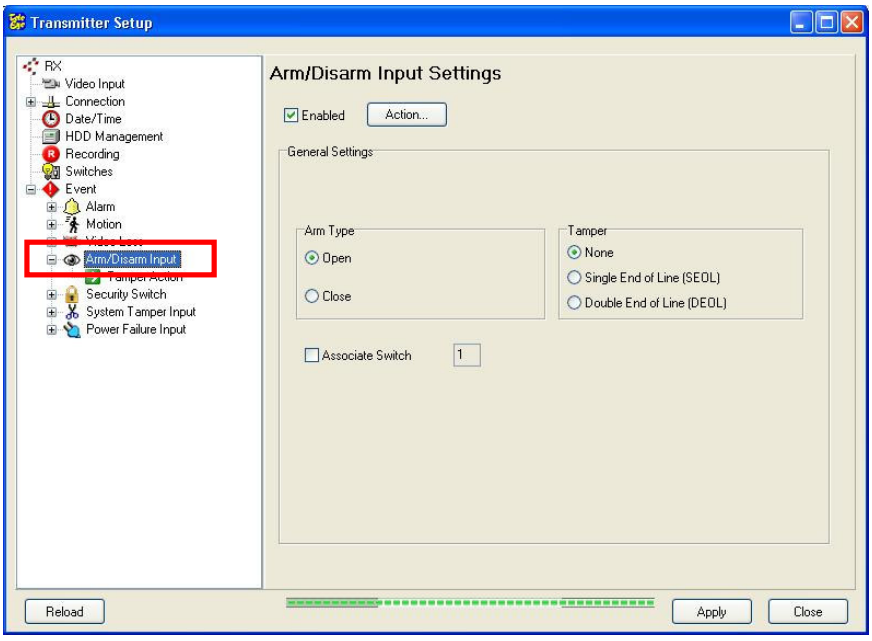
Step 3 : Click **[Open]** or **[Close]** for sensor type option.

Step 4 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

19.2.3 Arm/Disarm Input setting (*)

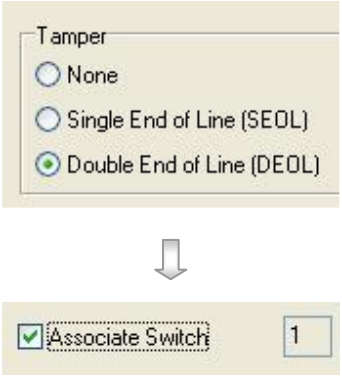
To customize Arm/Disarm Input settings, follow the steps below:

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Arm/Disarm Input]** option to pop up **{Arm/Disarm Input Settings}** panel



Step 2 : Click **[Enabled]** checkbox to enable arm/disarm input.

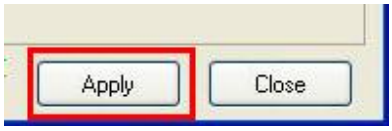
Step 3 : Click **[Open]** or **[Close]** option for arm type.



Step 4 : Click **[None]**, **[SEOL]** or **[DEOL]** option for tamper type.

Step 5 : Click **[Associate Switch 1]** checkbox to enable associate switch 1 for arm/disarm input.

☞ *If arm/disarm input associate switch 1 is enabled, the switch 1 action for all other events will be disabled.*

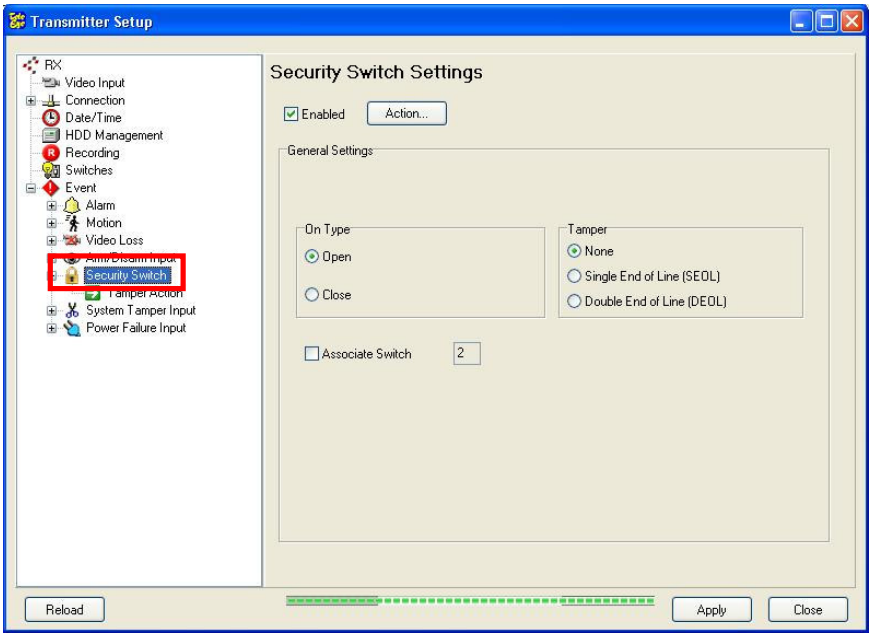


Step 6 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

19.2.4 Security Switch setting (*)

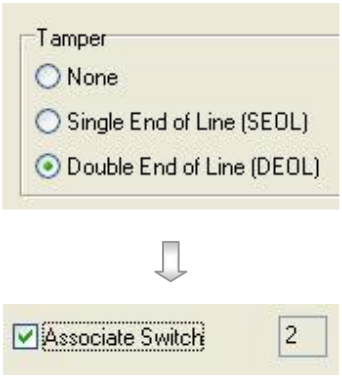
To customize Security Switch settings, follow the steps below:

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Security Switch]** option to pop up **{Security Switch Settings}** panel



Step 2 : Click **[Enabled]** checkbox to enable security switch.

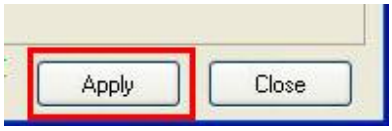
Step 3 : Click **[Open]** or **[Close]** option for on type.



Step 4 : Click **[None]**, **[SEOL]** or **[DEOL]** option for tamper type.

Step 5 : Click **[Associate Switch 2]** checkbox to enable associate switch 2 for security switch.

☞ *If security switch associate switch 2 is enabled, the switch 2 action for all other events will be disabled.*

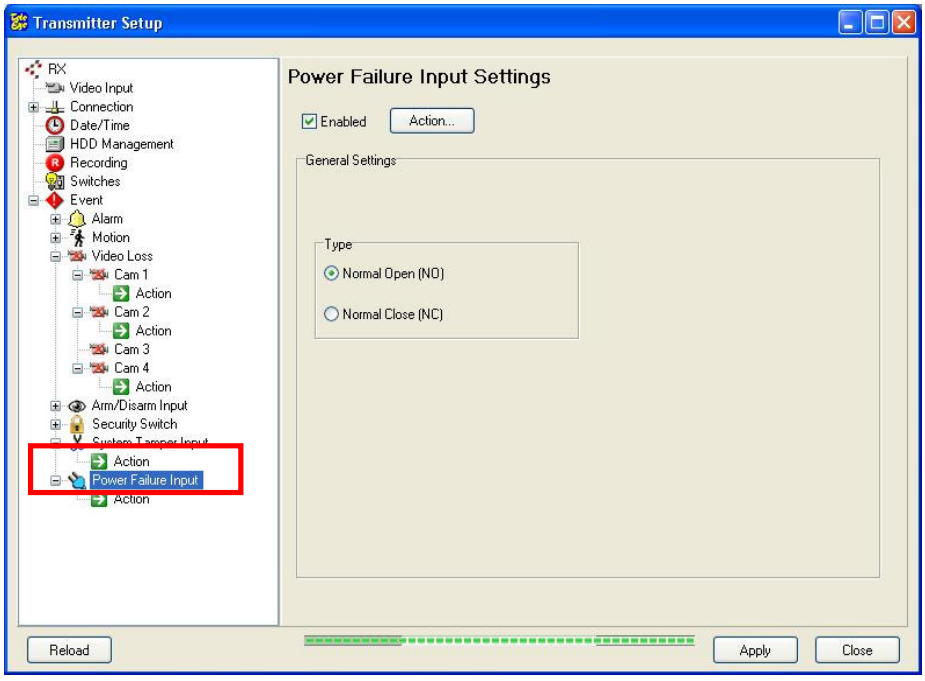


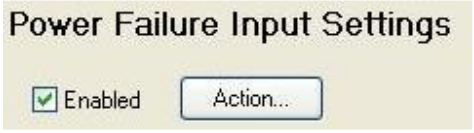
Step 6 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

19.2.5 Power Failure Input setting (*)

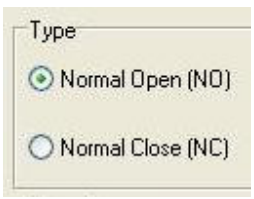
To customize Power Failure Input settings, follow the steps below:

Step 1 : In **{Transmitter Setup}** panel, click **[Event]** → **[Power Failure Input]** option to pop up **{Power Failure Input Setting}** panel





Step 2 : Click **[Enabled]** checkbox to enable power failure input.



Step 3 : Click **[Open]** or **[Close]** for sensor type option.

Step 4 : Press **[Apply]** button on **{Transmitter Setup}** panel to save the setting to the transmitter.

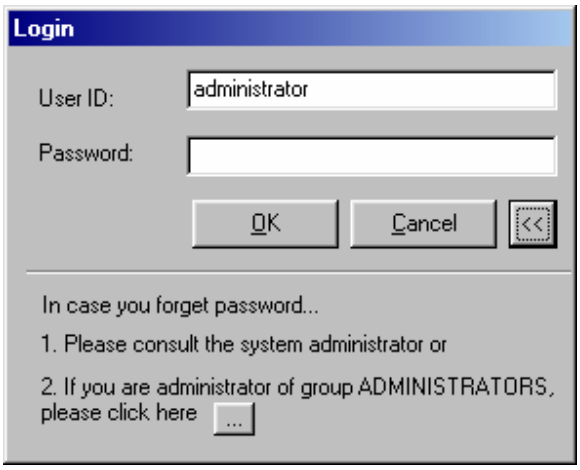
20 Troubleshooting

Problem 1: *I have lost the administrator password, what should I do?*

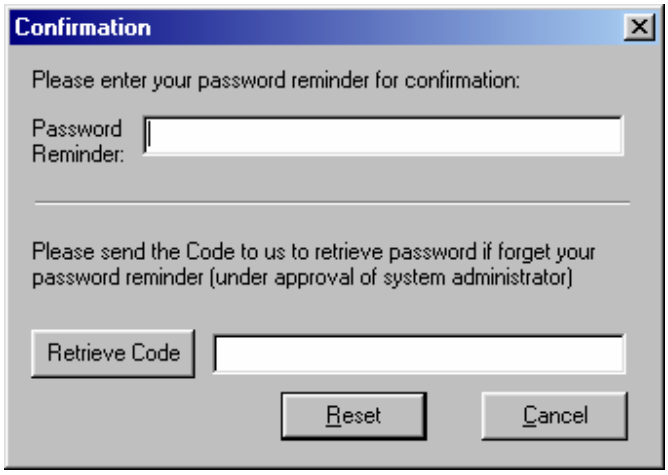
Solution:

If you have not changed the administrator password, the default password for administrator is **"000000"**. However, you need to remember your **Password Reminder** to reset the administrator password to default password.

To reset the password, you can click on **[>>]** button in the **Video Viewer** when you begin to login.



Then, click on **[…]** button to launch the **Confirmation** dialog box. Enter **Password Reminder** to the space provided and click on **[Reset]** button.



If you are unable to remember the password reminder, you can click on **[Retrieve Code]** button to generate the code. Please send the code to our **Technical Support** and we will send the password to you.

Problem 2: I am trying to connect to the transmitter using the software through the TCP/IP network, but the connection cannot be established and there is no video updated on the software.

Solution :

- Make sure ***Tele*Eye RX** transmitter is power on.
- Make sure the transmitter and your PC is connected to the network. If the network configuration is not complete, please refer to ***Tele*Eye RX** User Guide Section 3 : **Basic Installation for Local and Remote Monitoring** in order to complete the network settings.
- Make sure the video source is connected to the transmitter.

Problem 3 : No event dial back when an event is triggered.

Solution :

- Make sure you set dial back as the associate action of the event.
- Make sure the software is in **standby mode**.

Problem 4 : PTZ camera does not function.

Solution :

- Make sure the PTZ is functioning properly.

Check the PTZ camera ID. The camera ID should be as same as the camera number.

21 Appendix

*21.1sure*LINK *Technology*

***sure*LINK** technology is available in ***Tele*Eye RX**, which enables you to connect to the transmitter with broadband dynamic IP Internet connection. If you can only use broadband dial-up account to connect to the Internet through your computer, ***sure*LINK** provides a solution for sharing the Internet connection between your computer and the transmitter.

***sure*LINK** is a group of additional functions, services and software provided for the transmitter so as to make it connect to the Internet in any connection methods. Such function can only be used if you have subscribed for this service. After you have done so, you also need to configure the transmitter to make ***sure*LINK** available. This section will help you to configure and use it.

By using of ***sure*LINK** technology, the powerful ***Tele*Eye RX** can work on broadband Internet economically, a cost effective and convenient remote live video monitoring anytime and anywhere.

- ***sure*LINK Address**

  You can apply for a ***sure*LINK** address (domain name), such as *www.hkpublic.teleeye.teleeye.net,* for your transmitter. You can use this name to login or browse the built-in web server **. One of the advantages is that you are not required to memorize the IP address (e.g. *210.177.50.156*) of the transmitter. Since the ***sure*LINK** address is fixed while the IP address may change periodically (in case when dynamic IP is used), you do not need to worry about the expiration of the IP address. The ***sure*LINK** address can also be used in transmitter web browsing to see live video on standard web browser (e.g. IE, Netscape).

- Refreshing Rate

  When ***sure*LINK** address feature is enabled, the transmitter will periodically update its current IP address to our database to ensure that the ***sure*LINK** address is always forwarded to a valid IP. You can set this update period through OSD menu.

- DNS Services:

  Assigned when the transmitter can directly access the Internet without the help of ***Tele*Eye** Proxy Server

** : *This function will be supported in* ***Tele*Eye *RX*** *transmitter version 2.00.00 or later*

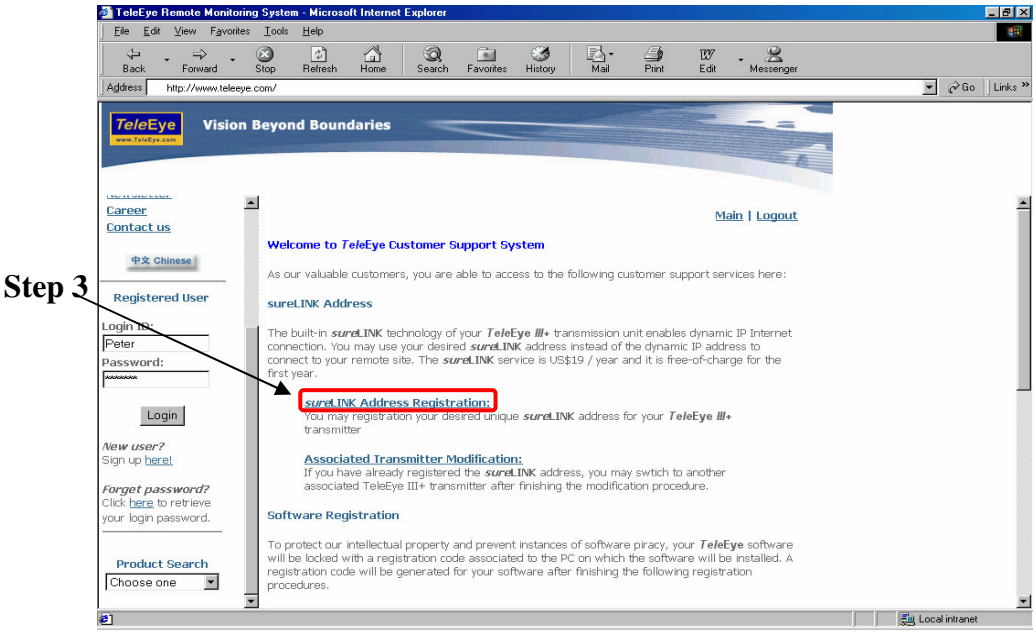
How to Apply for ***sure*LINK Address**

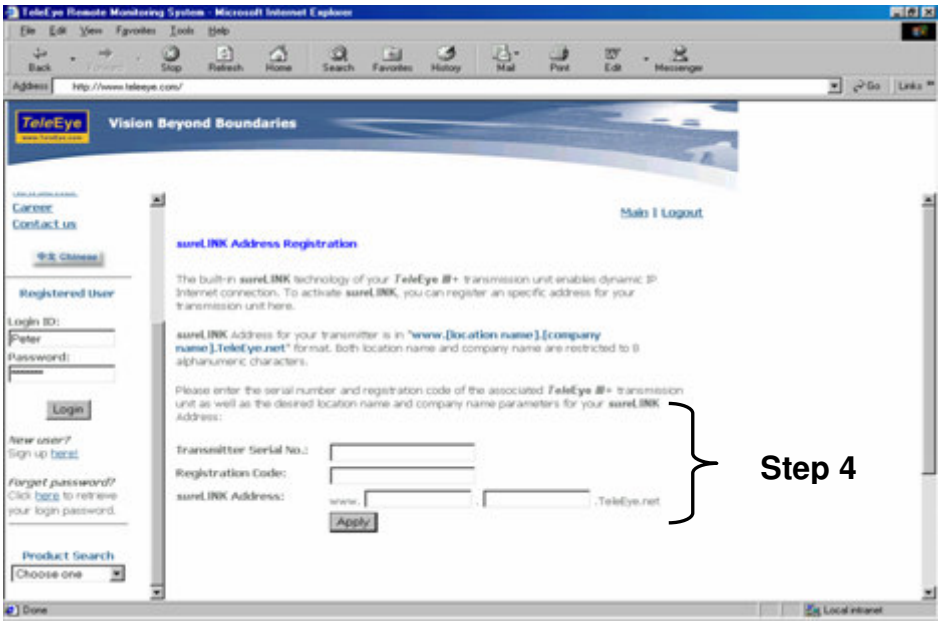
You can apply for ***sure*LINK** by visiting our web site at http://www.TeleEye.com

Step 1 : Sign up to create your user account

Step 2 : Login the page using your registered name and password.

Step 3 : Click ***sure*LINK** Address Registration button





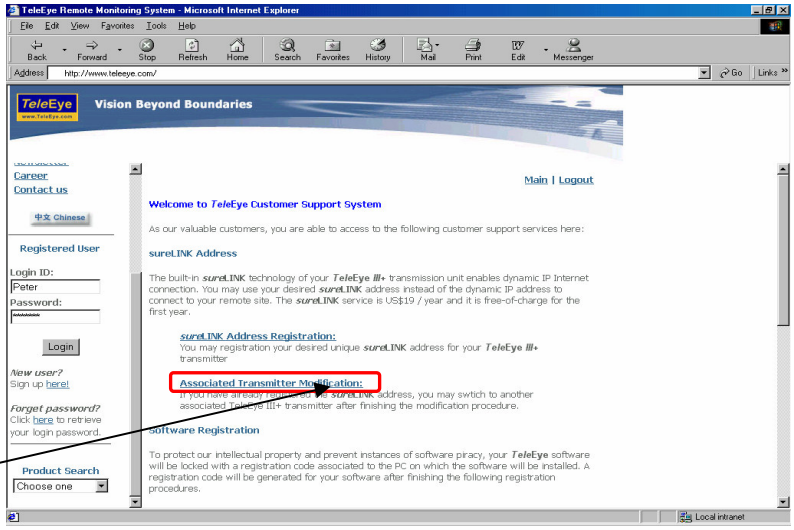
Step 4 : Enter a ***sure*LINK** address (**Domain Name**), your **Transmitter Serial No.** and **Registration Code** in the fields provided respectively. Then click the **Apply** button. The process is then completed.

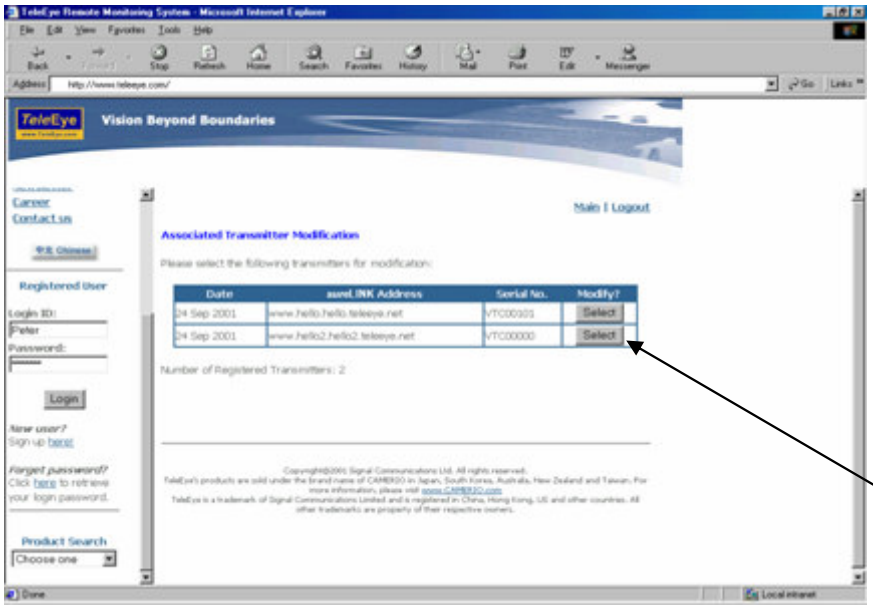
After we received your domain name registration for your transmitter, your application will be processed. Normally, it requires about 1 working day to activate ***sure*LINK** for your transmitter. You will receive a notification mail when your ***sure*LINK** service is ready.

Transmitter Modification

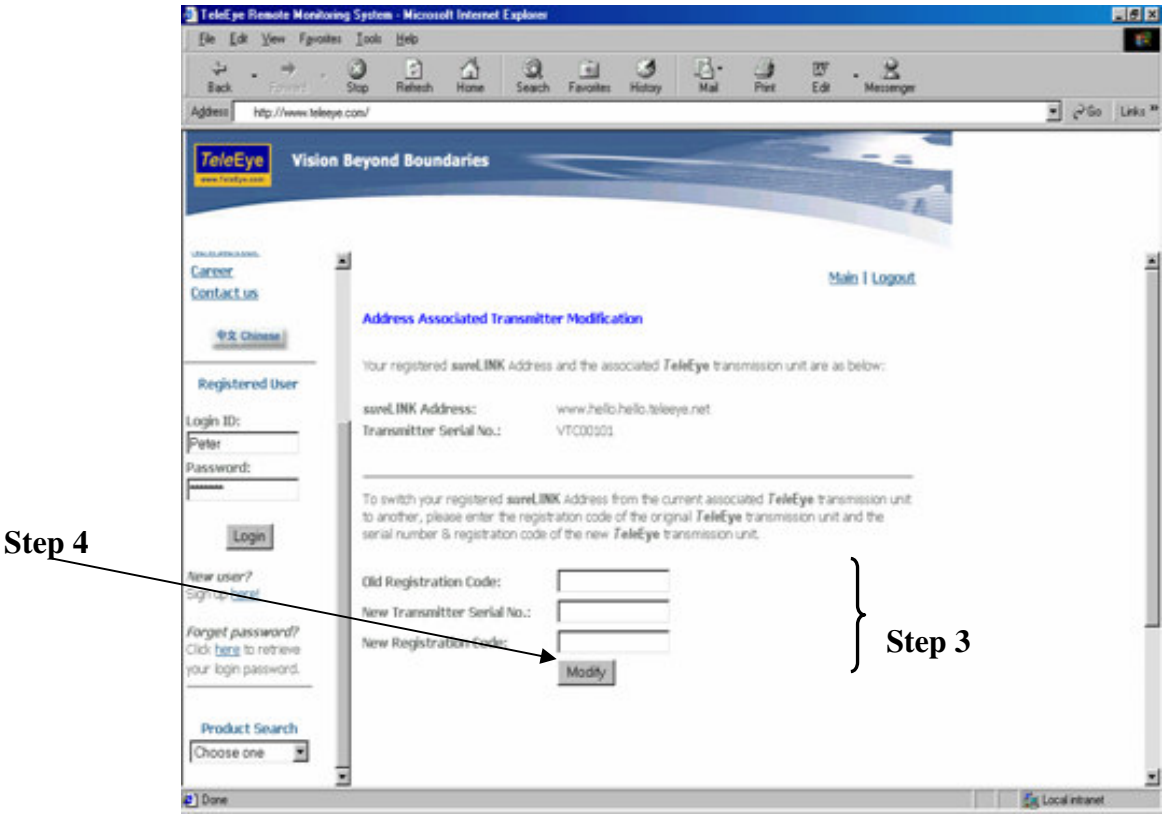
Since the ***sure*LINK** (Domain name) address corresponds to a single transmitter, if you change from one transmitter to another one, you have to inform us to update our database record. To do this, you can visit our ***Tele*Eye** Product Support again and follow the steps below:

Step 1: Transmitter Modification > Select a ***sure*LINK** address (**Domain Name**) you want to modify





Step 2: Enter the **Old Registration Code**, **New Transmitter Serial Number** and **New Registration Code** at each field provided. Click Modify button to submit the form.



If the above procedure is completed successfully, the ***sure*LINK** will be effective immediately.

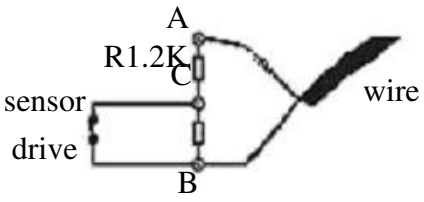
21.2 TeleEye RX with Tamper Circuit and External Resistor

***Tele*Eye RX** supports tamper detection (DEOL and SEOL) on all alarm inputs, arm/disarm input, security switch input, system tamper and power failure input.

DEOL : Dual End of Line termination with NC and NO connection
SEOL : Single End of Line termination with NC and NO connection
NC/NO : Alarm and other input ports without tamper detection circuit connection

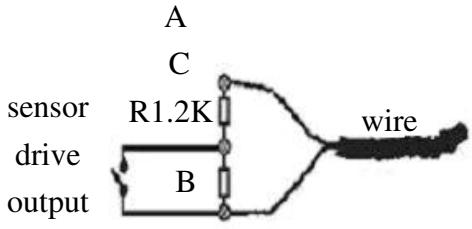
For example, by connecting the tamper circuit with DEOL, the circuit with the normal closed condition if the resistance between point A and B detect 1.2kΩ (shown as below), or the circuit with the normal open condition if the resistance between point A and B (shown as below) detect 7.2kΩ.The resistance transition from 1.2kΩ to 7.2kΩ is generated an alarm tamper event for normal close circuit. The setup configuration of those alarms and input ports are shown in the following diagram. The circuit debouncing time between each sensor is 20 milliseconds.

Dual End of Line Configuration



Normal Close (NC)

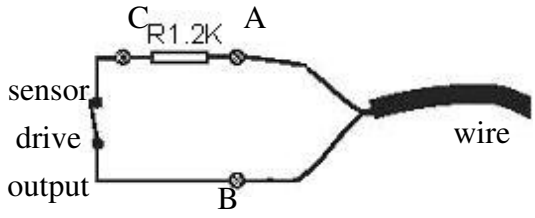
Term	Status	Description
S/C	TAMPER	Wire short (point A and B)
LoZ	NORMAL	Sensor drive output close (point B and C)
HiZ	ALARM	Sensor drive output open (point B and C)
O/C	TAMPER	Wire open (point A and B)



Normal Open (NO)

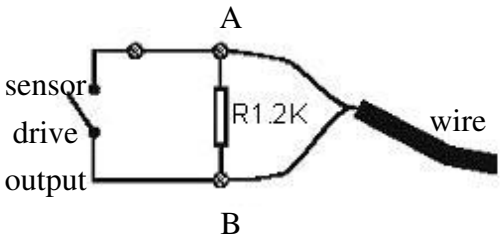
Term	Status	Description
S/C	TAMPER	Wire short (point A and B)
LoZ	ALARM	Sensor drive output close (point B and C)
HiZ	NORMAL	Sensor drive output open (point B and C)
O/C	TAMPER	Wire open (point A and B)

Single End of Line Configuration



Normal Close (NC)

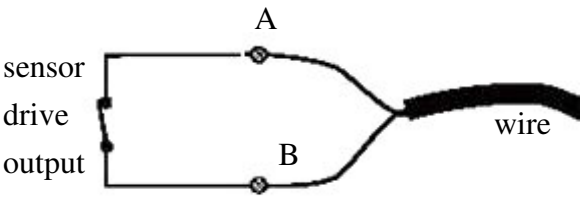
Term	Status	Description
S/C	TAMPER	Wire short (point A and B)
LoZ	NORMAL	Sensor drive output close (point B and C)
O/C	ALARM	Sensor drive output open (point B and C)



Normal Open (NO)

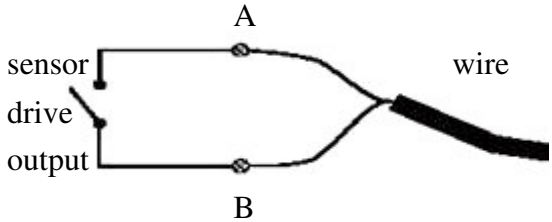
Term	Status	Description
S/C	ALARM	Sensor drive output close (point A and B)
LoZ	NORMAL	Sensor drive output open (point A and B)
O/C	TAMPER	Wire open (point A and B)

Without Tamper Detection Circuit Configuration



Normal Close (NC)

Term	Status	Description
S/C	NORMAL	Sensor drive output close (point A and B)
O/C	ALARM	Sensor drive output open (point A and B)



Normal Open (NO)

Term	Status	Description
S/C	ALARM	Sensor drive output close (point A and B)
O/C	NORMAL	Sensor drive output open (point A and B)

LEGEND	
NO	Normally Open Alarm
NC	Normally Closed Alarm
O/C	Open Circuit
S/C	Short Circuit
LoZ	Low Impedance
HiZ	High Impedance

The table below shows the summary between the resistance network and the condition result. ***Note that this table is used as a reference. There may be a 10% tolerance for the resistance value in the below table.***

	Resistance (Ω)			
Condition	**0~400**	**401~2780**	**2781~29.5k**	**29.5k~Infinity**
DEOL (Normal Close)	Tamper Short	Normal (Close)	Alarm (Open)	Tamper Open
DEOL (Normal Open)	Tamper Short	Alarm (Close)	Normal (Open)	Tamper Open
SEOL (Normal Close)	Tamper Short	Normal (Close)	Alarm (N/A)	Alarm (Open)
SEOL (Normal Open)	Alarm (Close)	Normal (Open)	Alarm (N/A)	Tamper Open
NC without tamper	Normal (Close)	Alarm (N/A)	Alarm (N/A)	Alarm (Open)
NO without tamper	Alarm (Close)	Alarm (N/A)	Alarm (N/A)	Normal (Open)

Alarm (N/A): Alarm with not applicable.

21.3Glossary

Armed

If the system is armed, events detected from sensors will result in an alarm.

Disarmed

If the system is disarmed, events detected from sensors will not result in an alarm.

Entry Delay

The period of time between entering an entry zone and disarming the system. Alarm will result if fail to disarm the system before time expired.

Exit Delay

The period of time between arming the system and leaving through a designated exit zone. Alarm will result if event is detected by sensor after time expired.

Fire Zone

This zone will trigger alarm no matter what state the system is, ie. armed or disarmed. It is suitable for installation of fire detectors

Arm/Disarm Input

An input to the transmitter for wiring an arm/disarm switch

Security Switch

An input to the transmitter for wiring a security switch. If the security switch is on, the system will be armed immediately, all exit delays will be terminated. If the security switch is off, the entry delays will start.

Power Failure Input

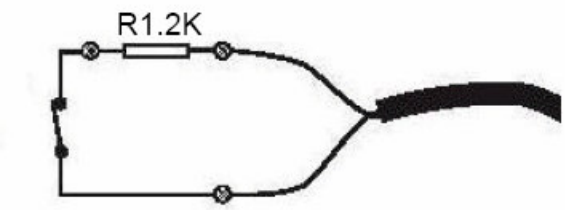
An input to the transmitter typically used for wiring the output signal pin from a UPS

System Tamper Input

An input to the transmitter for wiring a tamper switch of the external cabinet containing the transmitter and its accessories.

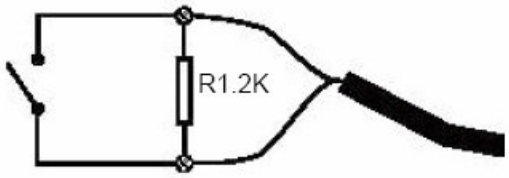
Single End of Line (SEOL)

A tamper detection configuration, typically like this:



S/C	TAMPER
LoZ	NORMAL
O/C	ALARM

Normal Close

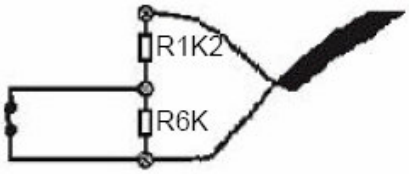


S/C	ALARM
LoZ	NORMAL
O/C	TAMPER

Normal Open

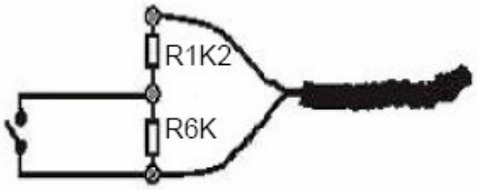
Double End of Line (DEOL)

A tamper detection configuration, typically like this:



S/C	TAMPER
LoZ	NORMAL
HiZ	ALARM
O/C	TAMPER

Normal Close



S/C	TAMPER
LoZ	ALARM
HiZ	NORMAL
O/C	TAMPER

Normal Open